[](https://www.accessibility.org.au/)

**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

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# Introduction

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 test) | X-Small 5GB SIM |
| 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/AI 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 |

### 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) | **RED** | Example of minor (but extensive) focus order issues with invisible item: Screenshot showing focus order issue.  Chat box kebab button issue:  Screenshot with focus on kebab menu.  Screenshot with focus on 'end'.  Screenshot with focus on 'end now' option.  A screenshot highlighting a kebab menu.  ‘Search’ field Drop down:  Screenshot with focus order issue. | Although there are some minor issues regarding elements that are invisible on the page, yet still receiving focus, most of the application and website works well.  Exiting the ‘chat box’ field is difficult as there is no direct option to close it, such as through a button. The ‘back’ button does not appear to go back. In addition to this, the kebab menu is just one button stating ‘end’. When the ‘end’ button is double tapped it only reverts to being a closed kebab menu again. The only way to exit is to go ‘back’ within the android mobile system navigation menu.  When using the drop-down menu for ‘suggested topics’ within search fields in the FAQ, screen reader does not have access to the selection of choices. |
| **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). | **RED** | Data Usage (Important Element):  Ratio value: 1.7:1  Purple progress bar (#4E0FD4) on Dark blue/purple background (#9D15FF)  Screenshot of total data used with colour contrast issue.  Message Bubble:  Ratio Value: 1.904:  Grey Text (#B3B4B5) on Light Grey background (#F5F5F5)  Screenshot of 'ask a question' and 'send' without colour contrast. | **Colour Contrast:**  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 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) | **RED** | Resize: Reformating text (one heading broken up into two due to resizing)  Screenshot of heading being broken up.  Resize: Cut off Text example  Screenshot of cut off text.  Dark theme: link in App  Screenshot of dark theme.  Dark theme: lost on new page from link above.  Screenshot of dark theme being lost on new page from a link. | **Orientation:**  The app does not orientate into landscape from portrait.  **Resize Text:**  Enlarging texts causes cut off issues, making headings disjointed. It also causes link headings to separate, making it look like two different headings.  **Colour Theme:**  Dark theme is available, however, some links within the app brings users to sign-in pages that do not carry over the dark theme. |
| 1. **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 used was concise and easy to understand. |
| **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** | Neighbourhood (Help Forum) Sign in:  Screenshot showing quick links. Screenshot showing search results.  Screenshot showing neighbourhood page. | 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. **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 issues involving keyboard control. |
| **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   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** |  | Text is hyperlinked, instead of icons, allowing for easy to reach target size. All spacing and sizing is accessible. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Search results:  Screenshot of search results for cancellation.  Request an account deletion:  Screenshot of profile page.  Screenshot of live chat. | 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 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. |
| 2 – Cancelling the Service | A screenshot of live chat to cancel service.  A screenshot of live chat to cancel service.  A screenshot of live chat to cancel service.  A screenshot of live chat to cancel service.  A screenshot of live chat to cancel service. | Through the ‘Message Us’ portal, users can request a disconnection of service, which varies from an account deletion. This disconnection can only be done through the live chat function or through a voice call to AGL support services.  The process flowed seamlessly within the messaging interface despite having to be transferred to a different team member.  Unfortunately, there is no option to disconnect the account by oneself. They also required an account number on hand during the chat, which may not be easily remembered by users. |

# 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** | **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** |  | All aspects of screen reader usage are appropriate and efficient within the mobile application. |
| **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** |  | 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. |
| **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, 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** |  | **Magnification**  The ALDI mobile app does not have any inbuilt support for zooming.  **Orientation**  The ALDI mobile app only works in a portrait orientation.  **Resize Text**  The ALDI mobile app responds to changes in Font, Zoom with the OS settings. |
| 1. **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) | **GREEN** |  | **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 offers a logical order, and the screen reader performs well navigating from one task to the next.  **Button Placement**  All buttons on the ALDI mobile app are 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 app utilizes consistent navigation bars along the base of the screen to easily navigate 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. |
| 1. **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**  Keyboard layout is prompted correctly.  **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. |
| **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) | **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of 'cancel' search. | 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. |

# 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/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. |
| **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). | **GREEN** |  | **Colour Contrast**  App utilizes Orange, Light Blue, Purple and white as the main colours which contrast well together. |
| **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, 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** |  | **Fonts**  Fonts are of an acceptable size for mobile app use.  **Magnification** The Amaysim app does not have the option to zoom in and out. It only supports scrolling up and down the screen, but one cannot magnify the text.  **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. |
| 1. **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** |  | **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:**   * The Amaysim app utilizes consistent navigation bars along the base of the screen to easily navigate between menu items. * All buttons on the Amaysim app are consistently coloured Orange and shaped as a rounded rectangle making them easy to identify.   **Positioning:**   * Where possible, the Amaysim app fits most of the content on a page before requiring page scroll. Despite this, some information such as the “Device Management” window requires a long list of menu options and hence requires scrolling to reach.   **Grouping**   * The Amaysim app would often only feature one element that completed its respective action and hence did not require the grouping of elements. * In the Device Management Menu, all the device settings are grouped together making it convenient for users. |
| 1. **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:**   * 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** | | | |
| * 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   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:**   * The Amaysim 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. * All pages scrolled in only an up or down direction making touchscreen scroll gestures easy to prompt to the user.   **Data Entry**   * The Amaysim app makes effective use of Radio Buttons were possible to select between different options. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of 'delete account' page. | 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  (being used to test) | Aussie Saver 30GB ($35) |
| 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/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**  **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 real-time, 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 |

### Accessibility Evaluation Template

|  |  |  |  |
| --- | --- | --- | --- |
| **Principal** | **RED/YELLOW/GREEN/NA** | **Image(s)** | **Notes** |
| 1. **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) | **RED** | Focus indicator Issue: Activation Screen  Screenshot of focus order issue.  Focus indicator issue: Menu bar loop  Screenshot of focus order issue.Screenshot of focus order issue.  Screenshot of focus order issue.Screenshot of focus order issue.  Focus indicator issue: Pin focus loop.  Screenshot of focus order issue on pin entry.  Screenshot of focus order issue on pin entry.        Button/ link Label issues: ‘Off’  Screenshot of the 'off' button focused on. | **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. |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **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) | **RED** | Default Colour Mode: Contrast  Value: 3.098:1 (grey on white)  Screenshot of texts with low colour contrast.  Value: 2.864:1 (grey on white)  Screenshot of texts with low colour contrast.  Dark mode: Contrast  Value: 1.271:1  Screenshot of texts with low colour contrast in dark theme.  Value: 1.976:1 (green on green)  Screenshot of texts with low colour contrast in dark theme. | Several elements within the application do not meet WCAG contrast standards.  Using dark mode, elements have colour contrasts that make them indistinguishable as well. |
| **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, 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) | **RED** | Dark Mode:  Screenshot of profile page in dark theme.  Resize: Cut off texts  Screenshot of payment method cut off out of frame.  Magnification: right aligned  Screenshot of magnified page which is aligned to the right. | **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:** Magnificationdoes 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. |
| 1. **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) | **RED** | Screenshot of 'Knowledge base'. | An error message when entering a phone number (when it was the customer account number) appeared and said to only use ‘integers’ (a mathematical term) when ‘numbers’ could have sufficed.  FAQ page is called ‘Knowledge Base’. This may be confusing for those looking for help or support.  ‘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 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** |  | **Page layout:**  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. |
| 1. **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** |  | Other than focus order issues of being unable to focus on the pin entry, there are no issues with the usage of 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 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: Small and spaced to close.    Screenshot of targets too close together. | Some targets have sizes that are too close or small. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | ‘Support’ Menu bar item:  Screenshot of a support menu bar with 'support' circled in red.  Help Centre:  Screenshot of help centre   ‘Closing your account’ Page:  A screenshot of help centre with 'closing your account' circled in blue.   ‘Closing your account’ Page:  Screenshot of closing tour account article.  Closing via Chat:  A screenshot of a live chat.  A screenshot of a live chat. | Information for cancellation is in Support Menu>Knowledge Base>Help Centre>Closing your account>Accounts & billing.  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. |
| 2 – Cancelling the Service | Screenshot of phone keypad with the numbers 1 and 4 selected.  Screenshot stating 'you have successfully closed your mobile service'. | To Close an Aussie Broadband service, the Primary Account holder needs to call the Customer Service Team on 1300 880 905.  Customers are required to tap keypad numbers to get to a ‘closing account’ wait queue. This process is done following an AI voice which may be difficult to understand.  In addition to this, the cancellation process heavily relies on the account holder being able to listen and answer through a voice confirmation. This process can only be done by the account holder due to security reasons and would not be accessible for a customer who is unable to speak or hear. Nonetheless, it is pleasant to note that the NRS is linked on the Aussie Broadband platform, allowing people who are deaf or hard of hearing to go through the appropriate platform to attain support. |

# 5. Australia Post

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

|  |  |
| --- | --- |
| **Support Option** | **Notes/Comments** |
| TTY Line | No reference to any support via TTYL. |
| Online Chat/AI Chat | AI 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. |

## 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.) |
| **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/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) | **RED** | **Screen reader Screenshot of Critical Information Summaries** Screenshot of login page.Screenshot of home page. | **Screen reader** Screen reader reads the bullet points in the critical information summaries. It also reads a full stop next to “activate a sim” link on the log-in page.  Importantly, there is a red, expandable menu next to “My account” that cannot be selected through the screen reader. This menu contains the log-out button. Hence, users who solely rely on the screen reader would not be able to log out of their own account. |
| **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: 4.071:1 Red (#DC1928) text on an off-white (#E8E8E9) background. Screenshot of texts with improper colour contrast.  Value: 1.16:1 Off-white (#EEEEEE) graphical elements on a white (#FFFFFF) background. Screenshot of texts with improper colour contrast. | **Colour Contrast:** There are some elements that do meet contrast only by being of a particular size. It would be good to check that the point size is at the required level. Nonetheless. best practice would be to ensure that colour contrast meets compliance standards regardless of point size. |
| **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, 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** | **Colour Theme**  **Screenshot on colour theme in dark mode Screenshot of colour theme in light mode.** | **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. |
| 1. **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** Language is simple, clear, and straight to the point. |
| **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** |  | Content is appropriately laid out for efficient and easy navigation. |
| 1. **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 Screenshot of login page.** | **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. |
| **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** | **Misnamed Labels**  **Screenshot of misnamed labels.**  **Double up labels**  **Screenshot of doubled up labels. Screenshot of doubled up labels.**  **Missing & Redundant Labels**  **Screenshot of missing and redundant labels. Screenshot of missing and redundant labels.** | Voice control works well within the website, however, there are many doubled up, misnamed, missing and redundant 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  This is in line with WCAG 2.2 criteria:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  | Target sized are appropriately formatted. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **“My account” Homepage**  **Screenshot of home page.**  **Scroll down & Select “Critical Information Summaries”**  **Screenshot of red arrow pointing towards the critical information summaries.**  **Select “$20, $30 & $40 30-day expiry plans”**  **A screenshot of red arrow pointing a various plan prices.**  **Downloads a PDF with Information**  **Critical information summaries pdf.** | There is no helpful information on how to cancel a service. The closest information that can be found is cancellation fees and credits information.  **Breadcrumbs** “My account” Homepage > Scroll down and Select “Critical Information Summaries” > Select “$20, $30 & $40 30-day expiry plans” link > Downloads a PDF, second-to-last row in a table on the PDF with the above information. |
| 2 – Cancelling the Service | A screenshot of a live chat.  A screenshot of a live chat.  A screenshot of a live chat.  A screenshot of a live chat.  A screenshot of a live chat. | As there was no information on cancelling, we decided to click on the ‘help’ tab which led to a live chat function. Through the live chat, we were able to cancel the service very efficiently. |

# 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/AI 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 Contrast (Level AA). | **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** | | | |
| * 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) | **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.  Fonts are of an acceptable size for mobile app use. |
| 1. **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** |  | Consistent page layout:  Design is consistent and responsive across all pages.  Content is laid out adequately to prompt correct entry of data following a logical flow.  Consistent navigation:  The Belong app utilizes consistent navigation bars along the base of the screen to easily navigate between menu items.  All buttons on the belong app are consistently coloured Blue and shaped as a rounded rectangle making them easy to identify.  The return/back button is in a consistent and convenient location.  Content layout:  Where possible, the belong 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.  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 |
| 1. **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 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.  The belong app makes effective use of Radio Buttons were possible to select between different options. |
| **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 Control was appropriately supported and has good general navigation |
| **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Image of belong cancel sim menu  Image of belong cancel sim menu | Logical location of the cancel service button within the Manage Mobile Menu   * Manage mobile menu is simple to understand and reads in a logical list.   Second screen asks user why they wish to cancel, with radio button boxes.   * Although these boxes are accessible for a screen reader, this step will add further work for the user. |
| 2 – Cancelling the Service | Third Image of belong cancel sim menu  Fourth Image of belong cancel sim menu | Belong prompts with a pop-up window to confirm that the user will lose their mobile number for good.   * Using a screen instead of a pop-up menu could prove more accessible.   Final cancellation page succinctly describes how the number will be cancelled, including the billing and phone ramifications.   * User needs to tick the selection box to confirm they wish to cancel, could mitigate the requirement for this box to make more accessible. |

# 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: [info@bendigotelco.com.au](mailto:info@bendigotelco.com.au). Also, a webmail/request lodgement is available within the user’s account. |

## 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.) |
| **Bendigo Telco** | YELLOW | RED | 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   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) | **YELLOW** | **Text Issue** A screenshot of focus order issues reading text.A screenshot of focus order issues reading text.A screenshot of focus order issues reading text.  **Headings Issue**  Articles in this section **A screenshot of focus order issues reading headings.** Menu item 3 of 10**A screenshot of focus order issues reading headings.** | **Text**  In the “Smartcentre FAQ” the font style being emboldened for “smartcentre” causes the structure of the paragraph to be broken up when being read by a screen reader  **Non-text content** Some icons have visible focus although is an empty element that has no function.  **Headings**  There are multiple submenu articles that receive focus without the “Articles in this section” drop down menu being expanded.  **Buttons and links >Breadcrumbs**  Breadcrumb could be an issue as it does not say it is a breadcrumb. **>Link Time Gap**  There is a gap of time between the announcement of the name (aria label) and the role (functional aria label) of the UI element, ei: Link, button, etc. This could cause confusion amongst people using a screen-reader. |
| **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;**  Value: 2.122:1 Blue (#0CC4D7) Hyperlink on a white (#FFFFFF) background  A blue text on a white background with colour contrast issues.  Value: 4.089:1 Grey (#727B82) text on off-white (#F8F9FA) background  (Point size may be a factor)  Dark grey text on light grey background with colour contrast issues.  Value: 2.19:1 Blue (#00C1D5) “Hamburger Menu” on a white (#FFFFFF) background  Three blue lines. | **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 point size as it would generally ensure easy sight of content. |
| **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, 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** | **Colour Theme:**  A screenshot of billing history in dark theme.A screenshot of billing history in light theme. | **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. **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** | 'Disconnecting and cancelling your mobile plan' article.'Disconnecting and cancelling your mobile plan' article. | Language is mostly simple and direct, 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 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 Issue**  Generally, it would be assumed that the “was this article helpful” and “Return to top” buttons would be the end of the page, after the supposed article. However, in the Bendigo Telco website, there are ‘related articles’ beneath those buttons.  **Navigation Issue**  The “smartcentre” and FAQ are two different sites. The user must leave the “smartcentre” to get to the FAQ site. |
| 1. **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 website, the cursor is already inside the input field element ‘Username/Account Number’. However, the keyboard needs to be requested by the user and is not automatic**.**  Although this does not inhibit the keyboard functionally, if there is automatic focus on the input fields, the keyboard should follow suit to support a smooth and logical flow. |
| **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** | Overlapping Icons  Screenshot of overlapping icons.  Drop down menu not opening / Using Voice controls opening new tabs to the invoice tab.    Missing Labels & Multiple Labels  A screenshot of missing labels.  A screenshot of missing labels. | **Speech-to-text**  The FAQ via Voice Control is inaccessible, therefore making the information regarding cancellation inaccessible.  **> Overlapping Icons**  The overlapping Feedback Icon over the close button causes the close button to become inaccessible even through the labels.  **>Voice Control** Using the grid was the only way to navigate toward information regarding cancellation. Showing labels and asking to tap on the support tab did not work as they only opened new tabs to the Invoice tab.  **> Missing Labels**  There are some missing labels on pop-up menus and login screen.  **> Multiple Labels for same element** Feedback floating icons have two labels on the same icon. |
| **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** | A screenshot of the call support number being obstructed by a logo. | **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Bendigo Telco Smart Centre (home page) A screenshot of smart centre home page with red arrow pointing to support.  Select “View FAQ’s” A screenshot of red arrow pointing to 'view FAQs'.  “Smartcentre FAQ” page  A screenshot of smartcentre FAQ.  Search “Cancellation”  A screenshot of cancellation in the search bar with a red circle around it.  A screenshot of disconnecting mobile plan article. | **Breadcrumb**  Select “Support”> Select “view FAQs” > Search “Cancellation” > Tap “Disconnecting and cancelling your mobile plan”  Cancellation Issue: While there is information in the FAQ about the cancellation process, the only helpful guide asks the user to ‘raise an order’ or call a ‘customer help team’. |
| 2 – Cancelling the Service |  | Although a few different ways are offered, the chat function on the Bendigo Telco website did not function appropriately.  We attempted two means of cancellation – through ‘raising a ticket’, where Bendigo Telco got back to use on next steps for cancellation. This included verifying the process through an external link. This proved to be a tedious process after having to wait over the weekend for Bendigo Telco to get back to us.  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 once while we were in the queue. |

# 8. Better Life

|  |  |
| --- | --- |
| Telco Name | Betterlife Mobile |
| Network Used | Telstra Mobile Network |
| Plan (being used to test) | $20 4GB Month |
| 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 |

### 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) | **RED** | **Focus Order A screenshot showing focus order issue.**  **Screen reader A screenshot showing a number being focused on.** | **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. |
| **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:2.395:1 Blue (#0088CE) text on a light blue (#9BD4E7) background. Dark blue text on light blue background with colour contrast issue.  Value:4.228:1 Grey (#4A4E57) text on a Blue (#44C7EE) background. A dark blue background with black text with colour contrast issues.  Value:3.92:1 Blue (#0087CE) text on a White (#FFFFFF) background. A light blue text on a white background with colour contrast issues. | **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 regardless of point size wherever possible. |
| **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, 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** | **Colour Theme A screenshot of the FAQs in dark theme. A screenshot of the FAQs in light theme.** | **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. |
| 1. **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) | **GREEN** |  | Page layout and navigation are generally efficient and clearly set out. |
| 1. **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) | **N/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** A screenshot showing redundant labels.A screenshot showing redundant labels. | **Labels** There are a lot of redundant labels especially in the FAQ page. |
| **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** |  |  |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Homepage A screenshot home page with a red arrow pointing to the accordion tab.**  **Select the Hamburger menu & select “FAQs”**  **A screenshot on a navigation pane with a red arrow pointing to the FAQs**  **Scroll down to or Select shortcut “Accounts & Billing”**  **Select the Refunds Expandable Menu A screenshot of the refunds expandable menu.** | 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.  **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. |
| 2 – Cancelling the Service |  | A voice call is the only way to cancel a 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 smooth, |

# 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   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**  Screen readers successfully read and identify all elements. |
| **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’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. |
| **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, 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) | **RED** |  | Orientation:  The app does not support changing screen orientation and is fixed in partial mode.  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. |
| 1. **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** | | | |
| * 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. |
| 1. **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):  The keyboard layout is prompted correctly, ensuring that users are provided with the appropriate keyboard options based on the context. |
| **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 Control was appropriately supported and has good general navigation |
| **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 app has reasonably sized and spaced UI targets, 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.  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:  The Boost Mobile app generally includes actionable elements that perform a single function. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of how do I cancel my service. | There is no specific areas or process provided for cancelling the service directly within the app. |
| 2 – Cancelling the Service |  | To cancel the service, users need to stop 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

|  |  |  |  |
| --- | --- | --- | --- |
| **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** | A screenshot of the navigation pane. | Screen elements read in a logical order.  Focus Order:  Focus order of fields in the mobile application is correct and efficient. |
| **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). | **GREEN** |  | Contrast:  App utilizes Blue, Black, and White only as the main colours. Provides a strong level of contrast for users with visual sight difficulties. |
| **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, 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 catch connect app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation.  Resize:   * The catch connect app responds to change in Font, Zoom with the OS settings. * Fonts are of an acceptable size for mobile app use.   Magnification:  The Catch connect app does not have any inbuilt support for zooming, zooming cannot be manipulated by the user. |
| 1. **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) | **GREEN** |  | 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. |
| 1. **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 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** |  | Voice Control was appropriately supported and has good general navigation |
| **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 area that was simple to access and use.   Target Size:   * 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/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   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**  The focus order of fields in the mobile application is simple and efficient. |
| **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** |  | **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. |
| **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, 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** |  | **Fonts**  Fonts on pages are quite small and there is quite a lot of dead space. However, the font is still readable but could be larger in some regions of the app.  **Magnification**  The Circles.Life does not have an in-built zoom/magnification function. This can be activated on the settings of the phone however this isn’t catered well 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. |
| 1. **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) | **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.  **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. |
| 1. **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**  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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of 'manage my account' page.  Screenshot of 'manage order' page. | To cancel the services with Circles.Life, you must first go to the account settings and click on manage my account.    Once the user has pressed the manage account button, it will open the manage order page where the user is required to input their date of birth and phone number or order ID. The user will then receive an OTP via email. This can cause an inconvenience to those who are impaired as it requires navigation through different applications.    After that, the personal order ID will be displayed along with some other information. On this page, users are required to scroll down to then be able to press the terminate my account. Once the user presses this button, they will be required to enter an OTP that will be received via SMS. |
| 2 – Cancelling the Service | A screenshot of the terminate account button circled in red. | On this page, users are required to scroll down to then be able to press the terminate my account. Once the user presses this button, they will be required to enter an OTP that will be received via SMS. |

# 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

|  |  |  |  |
| --- | --- | --- | --- |
| **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** | Screenshot of focus order issues. | **Screen reader** The sequence in which fields receive focus during navigation is logical and intuitive, enhancing user experience and accessibility. 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. Screen readers successfully read and identify all elements.  **Input fields**  The app automatically fills in knowing location information. |
| **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 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, 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 app does not support changing screen orientation and is fixed in partial mode.  **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. |
| 1. **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** The language is clear and concise. |
| **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** |  | **Small Screen Size** The font size in the mobile app is appropriate and allows for easy reading and interaction with the content.  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 has appropriate spacing and white space to enhance visual clarity.  **Button Placement**  The app features prominently sized buttons in Red and White colour, which are placed in easily accessible areas to enhance usability.  The interactive elements are well space.  **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.  Components such as headers, menus, and navigation 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. |
| 1. **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** The keyboard layout is prompted 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 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 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.  **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of 'how do i cancel my service' article.qa | 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 test) | C Blue $18 UTD +5GB DB |
| 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

|  |  |  |  |
| --- | --- | --- | --- |
| **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) | **RED** | A screenshot of CMobile home page. | **Screen reader**  Cmobile logo in the account page reads as “Unlabelled image”. This should be set as ‘decorative’ should it be required to be ignored by a screen reader.  In addition, there is repetition in texts such as the menu items “Change passwords” and “Logout”.  Links are not appropriately formatted as well, with “My bills” being read out by the screen reader without stating that it is a link.  The PDFs provided within the CMobile app, which features pivotal information such as the legal policies, are not accessible to a screen reader. |
| **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). | **RED** | Value: 2.355:1 Blue (#09B5F3) text on White (#FFFFFF) background A light blue text on a white background with colour contrast issues.  Value: 1.776:1 Light Grey (#BBBBBB) on White (#F6F6F6) Background grey text on light grey background with colour contrast issues.  Value: 1.371:1 Light Grey (#DCDCDC) Input field box border on White (#FFFFFF) background A light grey rectangular input field on a white background with colour contrast issues.  Value: 1.749:1 Blue (#00AAF1) text on Light Grey (#D3D3D3) background blue text on grey background with colour contrast issues.  Value: 1.496:1 White (#FFFFFF) text on Light Grey (#D3D3D3) background White text on light grey background with colour contrast issues. | There are many colour contrast issues. This is in line with the common colour theme of blue texts on a white/light grey background. |
| **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, 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**  **Screenshot of CMobile account page. Screenshot of CMobile account page.** | **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. |
| 1. **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** 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) | **GREEN** |  | Generally clear navigation throughout the pages. |
| 1. **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   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 & Doubled Labels**  **Screenshot of redundant and doubled labels. Screenshot of redundant and doubled labels.**  **Screenshot of redundant and doubled labels.**  **Missing Labels**  **A screenshot of missing 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.  There are also many missing labels within the FAQ page. |
| **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 for the sign-in and “my Cmobile” account pages are too small and require magnification to target links and input fields. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Home drop down menu**  Home drop down menu with red arrow pointing to support option.  **Select Support & Scroll down and Select “Standard Form of Agreement (SFOA)”**  red arrow pointing to standard form of agreement.  **Scroll down to section 8 “Suspension or termination of your service” on page 9**  Suspension or termination of service article. | **Breadcrumbs**  Drop down menu in home > Select Support > Scroll down and within “Legal and Policies” Select “Standard Form of Agreement” > Select “Click Here to view the consumer version” which should download a pdf > Scroll down to section 8 on page 9 and you should find the information on cancellation.  There is no cancellation information clearly stated in the “my Cmobile” account page and FAQ section.  The only information on cancellation is in the Standard Form of Agreement (SFOA) > Consumers. There, information elaborating on "Suspension or Termination of your Service” was found in section 8 on page 9. This is not a clear or efficient place for any user to be looking for cancellation information on. In addition, PDFs were not accessible to mobile screen readers upon testing. |
| 2 – Cancelling the Service |  | A voice call is required to cancel a service with CMobile. |

# 14. Dodo Mobile

User Efficiency Table

|  |  |
| --- | --- |
| Telco Name | Dodo |
| Network Used | Optus Network. |
| Plan (being used to test) | $10 |
| 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 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.) |
| **Dodo** | GREEN | RED | GREEN | RED | GREEN | YELLOW |

### 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) | **YELLOW** | A screenshot of myDodo quick links.   A screenshot of focus order issue. | **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 screen-reader 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 pop-up 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 sub-category 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 * 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). | **GREEN** |  | **General Contrast**  Web-App utilizes white, purple, and turquoise as its predominant colour scheme. Provides a strong level of contrast for users with visual sight difficulties.    **Non-text** Buttons and key elements are easily identifiable in being written in Purple over a white background. The buttons on the dashboard also have a boarder which has a shadow effect on the background.  WCAG AAA was met using the online contrast validator for W3C for normal and large text. |
| **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, 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** |  | **Magnification**  The dodo web app allows for zooming in. By performing the necessary gesture to zoom into the screen, users can view the information at a magnified level.  **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. |
| 1. **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) | **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. |
| 1. **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 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 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

Step Four – Cancelling/Suspending the Prepaid Plan

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of quick links, with 'make a support request' focused on.  A screenshot of 'my support requests'.  A screenshot of submit a support request form. | There is no official cancellation button or function that is easily accessible through the web app.    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.    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. |
| 2 – Cancelling the Service | A screenshot of "I need to cancel my service" option. | Unfortunately, Dodo doesn’t allow for service cancellation on their website and instead requests customers to call them on the number displayed in the given screenshot.    This is a disappointing outcome after having to go through multiple pages to then be told that customers are required to call them instead.    For someone who has an impairment, this will be a major inconvenience as it adds extra steps for a process that should be quite simple, especially if the customer isn’t happy with their services. |

# 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/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.) |
| E.Tel | YELLOW | RED | RED | GREEN | YELLOW  (Information attained through an inaccessible PDF) | 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) | **RED** | **Screen reader Screenshot of e.tel log in page.** | **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.  There is also a focus order issue where 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.  Critical Information Summary is in a PDF form, inaccessible to screen readers. |
| **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 Screenshot of white text on orange background with colour contrast issues.  Value: 2.998:1 White (#FFFFF0) text on a Teal (#26A69A) background and vice versa Screenshot of white text on teal background with colour contrast issues.  Value: 4.364:1 Red (#FFFFF0) text on an Off-white (#D5D5D5) background Screenshot of red text on dark grey background with colour contrast issues.  Value: 1.895:1 White (#FFFFFF) text on a Bright Orange (#FAAD2B) background Screenshot of white text on orange background with colour contrast issues. | **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 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, 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.  **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. |
| 1. **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:** Language is simple, clear and to the point. |
| **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** |  | **PDFs**  Critical Information Summery is a PDF |
| 1. **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 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. |
| **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** Screenshot of redundant labels.  Screenshot of redundant labels. | **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. |
| **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) | **RED** | **Target Size**  **Screenshot of critical information summary link.** | **Target Size:** The link for the Critical Information 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Select “Account”**  **A screenshot of account homepage with black arrow pointing to 'account'.**  **Select “Cancellation Request”**  **Screenshot of a pop-up with a black arrow pointing to 'cancellation request'.**  **Enter Required Information & Cancel**  **Screenshot of form to fill out for a cancellation request.** | **Breadcrumbs**  Account Homepage > Select “Account” > Select “Cancellation Request” > Scroll down and select the “Service Number” to cancel > Enter your Email > Select whether you are “Transferring” or “Disconnecting” > Select “Confirm Cancellation    The cancellation button was easy to locate, and the information provided on the cancellation page was clear. |
| 2 – Cancelling the Service | Screenshot of form to fill out for a cancellation request.Screenshot of an alert to confirm cancellation request sent. | Fill in information and click a button and your cancellation will be processed. |

# 16. Exetel

|  |  |
| --- | --- |
| Telco Name | Exetel – myexetel website |
| Network Used | Telstra Wholesale Network (3G & 4G) |
| Plan (being used to test) | 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 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.) |
| **Exetel** | GREEN | RED | RED | YELLOW | YELLOW | 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) | **YELLOW** | Focus Indicator:  Screenshot showing focus indicator issues.  Screenshot showing focus indicator issues.  Charts don’t allow for a meaningful sequence of information.  A screenshot of a chart for network status.  Maps:  All the map pins within the Map are tagged ‘unlabelled’.  All the map pins in the key outside the map are tagged ‘smiley face’.  A screenshot of a map with tags.  A screenshot of a map with tags. | 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. |
| **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: text  Value: 1.896:1  Green Text (#7ACF82) on a white background (#FFFFFF)  A screenshot of green text on white background with colour contrast issues.  Value: 3.018:1  Dark Green Text (#007276) on a green background (#7ACF82)  Screenshot of dark green text on a green background with colour contrast issues.  Value: 3.175:1  Blue text (#429BB8) on a white background  A blue text on a white background with colour contrast issues. | Although colour contrast issues are present, they are minor and can be easily tweaked to appropriately contrast or meet point size requirements. |
| **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, 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:** 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. |
| 1. **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** |  | All language is clear and simple. |
| **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) | **RED** | Multiple: ‘Manage my Service’ pages  1st variation of manage my service tab. 2nd variation of manage my service tab.  3rd variation of manage my service tab. 4th variation of manage my service tab. | Multiple pages within the site have the same title. Hence, when looking for the ‘Cancellation’ function, navigation was confusing as the pages were not individually distinguished.  Multiple ‘sign in’ & ‘logins’ are required as pages linked within the ‘myexetel’ site lead back to the main ‘Exetel’ website. This can cause frustration with navigation.  Within the ‘myexetel’ site the layout is consistent and easy to understand. However, the information provided by the main exetel site does not follow the same format, this results in a jumping in style and format. Some of the page layouts provided by the main exetel website are condensed in structure and formatted complexly. |
| 1. **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 accessibility around the website is functional. |
| **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** | Voice Access: myexetel site  Screenshot of manage my service tab with numerical labels.  Screenshot of manage my service tab with grid labels.  Voice Access: exetel.com (chart)  A screenshot of a chart with labels. | Voice Access has complete accessibility within the 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. |
| **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: Exetel page example  Screenshot of texts which are too small to read. | ‘My Exetel’ has appropriate target sizing but the pages that link outside the site are too small. |
| 1. **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 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) | **NA** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of the homepage with a red circle around 'manage'.  Manage my service tab.  Cancel my service page with red cancel my service button. | Main page> Manage Arrow Key> ‘Cancel my service’ link> ‘Cancel my service’ button.  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. |
| 2 – Cancelling the Service | Screenshot of cancellation confirmation.Screenshot showing cancellation has been successfully done with white tick. | To cancel the service, all one needs to do is to select the ‘Cancel My Service’ button. This leads the user to a confirmation ‘Yes’ or ‘No’ selection and after which, the service is simply disconnected. Customers are also given the option to reconnect their service within 180 days. |

# 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 criteria:   * 1.4.3 Contrast (Minimum) (Level AA) * 1.4.11 Non-text Contrast (Level AA). | **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) |
| **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, 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 Felix app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation.   Magnification:   * The Felix app does not have the option to zoom in and out. It only supports scrolling up and down the screen, but one cannot magnify the text.   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. |
| 1. **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) | **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. |
| 1. **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) | **RED** |  | 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:   * 2.5.8 Target Size (Minimum) (Level AA) | **YELLOW** |  | Target 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.   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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/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 test) | $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/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.) |
| **Fl!p** | GREEN | RED | RED | GREEN | RED | 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   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) | **RED** | **Screen Reader** Screenshot of the overview page with focus on a black arrow. | 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. |
| **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 Screenshot of grey terms and condition links on a light grey background with colour contrast issues. | **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** | | | |
| * 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.  **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. |
| 1. **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** | A screenshot of cancellation information. A screenshot of a mobile plan information  A screenshot of a mobile plan information | The cancellation information is vague, NBN and Mobile plans are both “No Lock-in Contracts” and cancellation says “When signing up on a no contract plan…” |
| **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** |  | **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. |
| 1. **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** |  | 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. |
| **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  This is in line with WCAG 2.2 criteria:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  | Links at the bottom of the page are small, but magnification solves this. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of terms and conditions links.  Screenshot of termination and suspension article. | 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.  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 test) | 4G 12GB (500GB databank) |
| 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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **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.) |
| **GOODTEL** | GREEN | 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) | **RED** | Focus order: The hamburger menu.  Screenshot of home page with focus order issues. Screenshot of home page with focus order issues.  Focus indicator issues:  Not a link.  Screenshot of focus on an icon. | **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. |
| **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). | **RED** | **Colour Contrast:**  Value: 1.985:1  Grey Text (#B1B9C1) on white background (#FFFFFF)  Screenshot of light grey text on a white background with colour contrast issues.  Value: 1.781:1  Green Text (#6FD449) on white background (#FFFFFF)  Screenshot of green text on a white background with colour contrast issues.  Value: 1.874:1  White Text (#FFFFFF) on Green background (#70D44A)  Screenshot of white text on a green background with colour contrast issues.  Value: 2.602:1  Grey Hamburger Menu (#6C717F) on  Green background (#70D44A)  A screenshot of grey hamburger menu on a green background with colour contrast issues. | **Colour Contrast:**  There are extensive colour contrast issues across the Goodtel website due to the colour theme used. |
| **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, 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:**  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. **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** | Literal Language:  A green background with white numbers stating the account holder. | **Literal language:** The profile menu should use the name of the user. |
| **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** | A screenshot of Goodtel self care.  Navigation: Takes you out of site through a URL and then a new style of login/sign in is required to proceed.  A screenshot of a 'knowledge article'. | **Page Layout:**  Is simple and well ordered. A search engine would be desirable for ease of navigation.  **Navigation:**  Some pages lead to a new ‘sign in’ requirement which is confusing navigationally and frustrating to those with cognitive barriers. |
| 1. **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** | A screenshot of desktop instructions being given on a mobile interface. | Desktop instruction remains within the mobile app version; this function is incorrect and cannot be done on a mobile phone format. |
| **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** | Screenshot of the dashboard page with labels.  Grid View: Did not work. (‘tap 5’)  Screenshot of the dashboard page with grid labels. | Some labels are given to non-interactive elements, while some important elements do not have labels.  Grid does work for some buttons but not for most. If there are two UI elements in the same grid square, voice access does not ask you to choose the specific UI between the two. |
| **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** | A black text with a white background. | Some UI elements are tightly spaced but overall still seem fine. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of 'How do I cancel my Goodtel service' article.  A screenshot of the dashboard tabs.  A screenshot of a disconnect button. | 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. |
| 2 – Cancelling the Service | Screenshot detailing information on disconnection of service.  A screenshot asking for confirmation if number is to be disconnected. | The cancellation was a simple process through the selection of the ‘disconnect’ button and inputting the associated mobile number. All elements were labelled appropriately to support accessibility on screen readers.  Overall this was an easy cancellation process. |

# 20. iiNet

|  |  |
| --- | --- |
| Telco Name | iiNet - App |
| Network Used | Vodafone Network 3G & 4G |
| Plan (being used to test) | 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) |

## 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.) |
| iiNet | GREEN | RED | YELLOW | GREEN | YELLOW  (information only available on website) | 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   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) | **YELLOW** |  | “toolbox” (hamburger menu) announces ‘home’ but sends the user to the log in screen.  ‘iinet’ logo goes to a blank white page. |
| **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:  Value: 2.031:1  Orange (#FFA037) elements on a white background (#FFFFFF)  A screenshot a button element showcasing the colour contrast  Value: 2.21:1  Orange text (#FF8200) on a light orange background (#FFEFDF)  A screenshot of a dashboard button showcasing the colour contrast  Value: 3.25:1 (regular text 4.5:1)  Teal Green hyperlink (#009F9F) text on a white background (#FFFFFF)  A screenshot of a "Resend code" hyperlink showcasing colour contrast  A screenshot of a "Username or password" hyperlink showcasing the colour contrast  Value: 1.898:1  Forest Green (#4C7946) overlapping a mid-green (#54B24A)  A screenshot of "eSIM activation" information text showcasing an overlapping tick mark over text with colour contrast issues A close-up of the overlapping tick mark showing the colour contrast | 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. |
| **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, 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: portrait  A screenshot of the iinet Dashboard in portrait view  Orientation: landscape  A screenshot of the iinet dashboard in landscape view  Another screenshot of the iinet dashboard in landscape view  Resize:  A screenshot showcasing overflowing of the text outside it's text box and overlapping with other text when resizing the text. A screenshot of icons overlapping with their texts when resizing the text.  Another screenshot of icons overlapping with their texts when resizing the text. A screenshot of a verification code with its numbers outside the input area when resizing text  Dark Theme: on & off.  A screenshot of the iinet dashboard in dark mode A screenshot of the iinet dashboard in light mode. | **Orientation:**  The orientation of the screen adjusts appropriately between landscape and portraiture without any loss or overlap of information and content.  **Resize:**  Upon changing the size of texts settings while on the application, the user gets booted out of the application, needing to go through the log in process again. After which, the text size settings are applied.  However, it is important to note that when the setting is just left on prior to the use of the application, resizing of texts and icons does not adjust appropriately upon logging in. There is an overlap of content and UI elements which leads to a loss of information, on top of alignment issues.  **Dark Theme:**  There is no adjustment to dark theme being turned on or off within the Application.  **Magnification:**  The magnification function works as expected. |
| 1. **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 clear, concise, and simple. |
| **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: Variation of pages.  A screenshot of the iinet dashboard A screenshot of the iinet menu showcasing the variance from the dashboard  A screenshot of a login screen for iinet showcasing the variance from the dashboard A screenshot of iinet's website once again showcasing the variance from the dashboard  Back button issue: The only button found to go back to the dashboard.  A close-up of the hamburger menu on the dashboard  A screenshot of the back button and a button to the dashboard within the hamburger menu within the dashboard | 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. |
| 1. **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 accessibility is appropriate. |
| **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:  A screenshot showcasing the labels when using speech-to-text  Grid:  A screenshot of the grid-mode within text-to-speech  Different styles of labels:  A screenshot of speech-to-text labels showcasing the different styles  Not a UI element:  A screenshot of speech-to-text placing a label on a non-UI element  Media elements: | Labels are confusing as there are many numerical labels alongside word ones.  Some labels do not match their elements (i.e. ‘person 1’) while some elements’ labels cannot be interacted with.  The grid format does not present multiple UI elements within one cell. However, if a target is by itself but off centre, speech functions do not work well. |
| **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: tightly nested multiple targets.  A close-up of a bunch of drop-down menus too close together  A screenshot of the "username or password" showcasing how close together they are  A screenshot of "contact us", "webmail", and "website" buttons too close together | Some groups of buttons, hyperlinks and links are too closely placed to each other. |
| 1. **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 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) | **YELLOW** | Captions:  A screenshot of a video with no captions, but with instructions underneath  A close-up of the video with no captions  A screenshot of the video menu with no options for enabling captions  Another screenshot of the video menu with no options for enabling 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 cancellation button | Search Engine way:  Dashboard page.  A screenshot of iinet's dashboard  Scroll down: select ‘Support’.  A screenshot of iinet's dashboard with Support circled  Enter ‘Search iiHelp’.  A screenshot of iinet's iihelp page  A screenshot of results conducted by a cancellation search term on iinet's iihelp page  Manual search:    A screenshot of iinet's dashboard  A screenshot of iinet's dashboard with support circled  A screenshot of iinet's iihelp page with "Accounts & billing" drop-down menu circled  A screenshot of iinet's "Accounts & billing" drop-down menu expanded with manage my account circled  A screenshot of "Manage my account" submenu expanded with "Cancel or close my account" in bold  A screenshot of iinet's cancellation information | Cancelling the account will require a call to iinet.  **Search engine input field:**  Dashboard>Scroll down & select ‘Support’>enter search engine ‘Search iiHelp’> search result ends with answer ‘Cancel or close your iiNet account’.  **Finding the ‘Cancellation’ without a search engine:**  ‘Dashboard’> Scroll down & select ’Support’>’Accounts & Billing’ tab >’Manage My Account’ tab> ‘Cancel or Close My Account’ article heading. |
| 2 – Cancelling the Service |  | Really easy and helpful service when call was made. Efficient cancellation but should be improved to allow the user to 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 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.) |
| **iPrimus** | GREEN | RED | GREEN | RED  (Webmail available but it does not use the same login. Built within another iPrimus website) | YELLOW  (Cancellation information available but it is vaguely termed) | 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   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) | **RED** | Focus order: Hamburger Menu.  Tab one: Frame of the website page.  A screenshot of iPrimus dashboard page highlighted by a screen reader  Tab 2: skips “hamburger menu”  A screenshot of iPrimus dashboard page with the screen reader highlighter skipping over the hamburger menu  Focus Order: Visibility is lost on elements (like a table) that require explanation.  Charges  A screenshot of a screen reader highlighting something next to a graph showcasing "Billing history"  No focus border & visibility but 2 places announced   1. Month – colunm header - row 1 in table -2 rows, 2 colunms. 2. Month ID - colunm header.   A screenshot that shows that no focus indicator visible Another screenshot that shows that no focus indicator visible  After: ‘Mobile Plan usage’ heading  A screenshot of the focus indicator becoming visible again | **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. |
| **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:  Value: 1.826:1  Speech bubble in pink (#FFA0A0)  With multiple grammatical marks to express confusion in off white (#F9F7F9)  A close-up of an icon showcasing the colour contrast issue  Value: 2.682:1  Pink Text (#FF6666) on an off-white background (#F9F7F9)  I screenshot of "I forgot my login details" text showcasing colour contrast issues  Value: 2.575:1  Grey Text (#98A2B3) on a white background (#FFFFFF)  A screenshot of "Product" and "company" text showcasing the colour contast issues  Value: 2.008:1  Orange Arrow (#FF9900) on an off-white background (#F9F7F9)  A screenshot showing the colour contrast issue of an arrow against the background | **Contrast:**  The contrast within the website is very good for most of the website. Dark blue, white, and black works well but a few other elements have colours and sizing issues.  Grey texts within all pages are the biggest universal non-compliant element. |
| **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,  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: Landscape  A screenshot of the iprimus dashboard in landscape view  Orientation: Portrait  A screenshot of the iprimus dashboard in portrait view  Resize: on and off  A screenshot of the iprimus dashboard with resized text to 200% which squishes the text  A screenshot of the iprimus dashboard with no text resized.  Dark theme: off and on.  A screenshot of the iprimus dashboard in light mode A screenshot of the iprimus dashboard in dark mode | **Orientation:**  Orientation adjusts appropriately without any deviation to the formats.  **Resize:**  Resize adjusts appropriately within the mobile website. There is no loss of content and or overlap happens.  **Resize Issue:**  If text size accessibility settings within the mobile phone are turned off upon logging in, and then turned on afterwards, the user gets booted out of the account and must log in again. After which, the settings would be applied.  **Colour theme: Dark mode.**  Dark theme does not adjust with the website.  **Magnification:**  The mobile phone website adjusts appropriately to the magnification setting. |
| 1. **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** | A screenshot of the cancellation information showcasing the language issues | Language is simple and concise except for the cancellation information.  Information on cancellation states, ‘cancel your account’ and then goes on to say that a termination fee would apply to cancelling a ‘contract’. This is extremely confusing terminologies used. |
| **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** |  | All pages and UI elements are laid out consistently. |
| 1. **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  A screenshot of the speech-to-text labels on the iprimus dashboard  Show labels:  A screenshot of the speech-to-text labels on the support page  Show grid:  A screenshot of the speech-to-text grid over the support page  Tap ‘Cancel your Account’:  A screenshot of the speech-to-text attempting to tap on "cancel your account"  A screenshot of speech-to-text picking up multiple "cancel your account" link, but it only shows one  Cancellation message:  A screenshot of iprimus cancellation information | 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 …….’ |
| **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** |  | All UI components for links, hyperlinks and buttons seem appropriately sized. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | ‘Dashboard’ to ‘relocating’  A screenshot of the menu within iprimus dashboard with “relocating” circled  Scroll down to  A screenshot of Iprimus asking for information  A screenshot of iprimus network status  Support Centre:A screenshot of iprimus links with “support centre” circled  Scroll down to Account to expand menu:  A screenshot of iprimus “discover our support categories” page  Select ‘Account Details’:  A screenshot of an “account” submenu expanded and “account details” circled  Select ‘Cancel your Account’:  A screenshot of “account details” page with “cancel your account” circled  ‘Cancel your account’messgae:  A screenshot of iprimus Cancellation information | **Breadcrumbs:**  Dashboard>relocating>scroll down to ‘footer menu’> select ‘support centre’>scroll down to ‘account’>Scroll and select to expand ‘account details’ menu>Scroll to ‘Cancel your Account’> message comes up to call a number 131789  There is a search engine which also takes you to ‘support centre’ in the footer menu. |
| 2 – Cancelling the Service | Cancelling:  A screenshot of iprimus Cancellation information | 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** | | | |
| * 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) | **RED** | **Focus Order** A screenshot of a screen reader focus indicator going through items on JB Hi-Fi’s website with no indication of what is being focused on Another screenshot of a screen reader focus indicator going through items on JB Hi-Fi’s website with no indication of what is being focused onA third screenshot of a screen reader focus indicator going through items on JB Hi-Fi’s website with no indication of what is being focused on A fourth screenshot of a screen reader focus indicator going through items on JB Hi-Fi’s website with no indication of what is being focused on  A screenshot of the focus indicator on JB Hi-Fi’s hamburger menu A screenshot of the focus indicator on JB Hi-Fi’s hamburger menu after its activated it showcasing that nothing happened and the menu remains closed | **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”. |
| **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). | **GREEN** |  |  |
| **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, 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** | **Colour Theme**  **A screenshot of JB Hi-Fi’s cancellation information in dark mode A screenshot of JB Hi-Fi’s cancellation information in light mode** | **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 within the phone website. |
| 1. **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** 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) | **GREEN** |  | Layout and page navigation is consistent and efficient. |
| 1. **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** |  | There are no issues with keyboard accessibility. |
| **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** | A screenshot of the JB Hi-Fi hamburger menu not being opened when using voice control Another screenshot of the JB Hi-Fi hamburger menu being changed to a cross but not being opened when using voice control  A screenshot of JB Hi-Fi’s menu with an overwhelming amount of labels A screenshot of JB Hi-Fi’s “Help & support” page with an overwhelming amount of labelsA screenshot of JB Hi-Fi’s “Cancellation” search results with an overwhelming amount of labels | **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. |
| **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** |  |  |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Homepage**  **A screenshot of JB Hi-Fi’s homepage with an arrow pointing towards the hamburger menu**  **Menu**  **A screenshot of the hamburger menu opened with an arrow pointing towards “help & Support”**  **A screenshot of JB Hi-Fi’s “Help and Support” page with an arrow pointing toward the search bar**  **Type “Cancellation” A screenshot of theword “cancellation” being typed into the search bar**  **A screenshot of the search results after searching “cancellation”**  **Scroll down until you find “How do I cancel my JB Hi-Fi Mobile Service” A screenshot of an arrow pointing at “How do I cancel my JB Hi-Fi mobile service?”**  **A screenshot of JB Hi-Fi’s Cancellation information** | 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 the Service |  | Calling to cancel the service is the most 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** | **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) | **RED** |  | 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. |
| **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:**  Value: 1.593:1  Grey Hamburger menu (#C2CEDE) on a white background (#FFFFFF)  A close-up of the hamburger menu showcasing the colour contrast  Value: 1.622:1  Grey ‘Search’ text (#CBCBCB) on a white background (#FFFFFF)  A close-up of the search bar text showcasing the colour contrast  Value: 3.233:1  Grey text (#8F8F8F) on a white background (#FFFFFF)  A close up of some text showcasing the colour contrast | Contrast issues appear to be basically with in elements that use greyscale. |
| **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, 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:**  A screenshot of Kogan mobile “Account Summary” showcasing the resized text | **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. |
| 1. **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 generally 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) | **GREEN** |  | There is consistent navigation and page layouts. |
| 1. **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 accessibility is appropriate. |
| **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** |  | Voice access faulters at the dashboard/main page. The ‘grid’ and ‘labels’ functions do not adequately allow navigation to access the ‘hamburger menu’ and through that, the cancellation instructions. |
| **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** |  | There is no issue with target size. |
| 1. **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 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) | N/A |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| 1 – Finding the cancellation button | ‘Homepage’ select ‘Help’  A screenshot of Kogan mobile’s homepage with an arrow pointing towards “Help” link that is also circled  Enter the ‘Search  A screenshot of Kogan mobile’s “Help centre” with “Cancel service” typed into the search bar  A screenshot of Kogan mobile’s cancellation information  Another screenshot of Kogan mobile’s cancellation information | **Breadcrumbs:**  Kogan homepage > select ‘Help’ > Enter the ‘Search engine input field’ > ‘Enter cancel Service’ > A answer is given.  The cancellation process is only through a phone call. |
| 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 test) | Konec Essential Mobile Plan - 22gb for $25 a month |
| 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/AI 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 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.) |
| **Konec** | GREEN | YELLOW | RED | RED | RED | 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   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) | **YELLOW** | Focused labels: Aria labels  Aria label: announced as ‘unlabelled’.  A screenshot of Konec’s homepage with an arrow pointing towards a plus sign  Aria label: announced as ‘100%’ – no context given.  A screenshot of Konec’s homepage with an arrow pointing towards “Data balance”  Aria label: announced as ‘0%’ – no context given.  A screenshot of Konec’s homepage with an arrow pointing towards “Data Bank” | **Focused labels:**  Some elements have a label that do not give context to the elements’ function. Some elements have been left unlabelled as well. |
| **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:**  Value: 1.799:1  Green text (#00D799) on a white background (#FAFAFA)  A close-up of a home icon showcasing the colour contrast  Value: 1.879:1  White text (#FFFFFF) on a green background (#00D798)  A close-up of the “Open a Support Request” button showcasing colour contrast  Value: 2.437:1  Grey text (#A3A3A3) on a white background (#FBFBFB)  A screenshot of “Account settings” text showcasing colour contrast | **Contrast:**  The combination of green/white UI elements and visual headings do not meet contrast requirements. |
| **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, 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) | **RED** | **Resize:**  A screenshot of Konec “account settings” before text resize A screenshot of Konec “account settings” after text resize showing that some elements do not change size  Resize: Loss of content and information. Cramped and cluttered layouts.  A screenshot of konec’s menu with some elements cut off A screenshot of Konec’s “profile” information showcasing the text being squashed when resizing text to 200%  Colour theme: Dark theme on and off.  (Note: the only way to tell is the accessibility buttons - top right side)  A screen shot Konec’s homepage in dark mode A screen shot Konec’s homepage in light mode  Another screenshot Konec’s homepage in dark mode with an arrow pointing to the accessibility tools on the phone to tell that it is in dark mode Another screenshot Konec’s homepage in light mode with an arrow pointing to the accessibility tools on the phone to tell that it is in light mode | **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:**  The Konec Application does not adjust to dark theme being turned on.  **Magnification:**  The magnification functions on all pages but not as smoothly, as expected. Usually, the magnification is dynamic and intuitive for the user, but the Konec application contains a very static ‘pinch and expand, pinch and expand’ process. |
| 1. **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** | Homepage:  A screenshot of Konec’s homepage  Select ‘account’ menu:  A close-up of the menu items with “Account” highlighted  Select ‘delete account’:  A screenshot of Konec’s account menu with “Delete account” circled  ‘Delete Account’ request button:  A screenshot of “Delete your account” information  Request for defining ‘delete account’ vs ‘cancel service’.  A screenshot of a chat log asking for the difference between “Delete account” and “Cancel service”  A screenshot of a chat log with a response  for the difference between “Delete account” and “Cancel service” | ‘Delete account’ and ‘cancel’ service needs to be clarified without ambiguity.   1. is a ‘Application Profile’ deletion. 2. is the ‘Cancelation’ of the service.   (note: the language used in the ‘Delete Account’ request page can confuse those with a cognitive barrier) |
| **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** |  | Page layout & Navigation:  The pages are formatted in a sequentially well organised manner. |
| 1. **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 accessibility is appropriately functional and usable. |
| **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** |  | All aspects of Voice access can be utilised well. |
| **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** |  | Target sizing and spacing is set appropriately. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| 1 – Finding the cancellation button | Request:  A screenshot of support request for cancellation information  A screenshot of a ticket being created for cancellation information  A screenshot of a chat log with information about cancellation | Information on the cancellation of a mobile service could not be found, hence, a request for more information was made. |
| 2 – Cancelling the Service |  | 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 test) | $7 for 4GB data |
| 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](tel:1300%20126%20122) 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** |
| 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. * 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 Contrast (Level AA). | **GREEN** |  | Contrast of Non-text Content:   * Some buttons could have a higher contrast ratio to make the most of the space in the application. |
| **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, 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 Lebara app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation.   Resize & Magnification:   * The Lebara app responds to change in Font, Zoom with the OS settings. |
| 1. **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 plain black and white contrast gives it more of a simplistic look.  Button 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. |
| 1. **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 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   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** |  | 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | N/A |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| 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 | A screenshot of “My Lebara” menu | Only viable way to cancel the sim is to call customer support help line or going to the live chat feature. |

# 26. Lyca

|  |  |
| --- | --- |
| Telco Name | Lyca Mobile - Application |
| Network Used | Telstra 3G & 4G |
| Plan (being used to test) | “Unlimited 20” |
| 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 GREEN.) |
| **Lyca**  **Mobile** | GREEN | RED | YELLOW | GREEN | RED | RED |

### Accessibility Evaluation Template

|  |  |  |  |
| --- | --- | --- | --- |
| **Principal** | RED/YELLOW/GREEN | **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) | **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”. |
| **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: 1.138:1 White-blue (#E4F2FF) Graph legend on White (#FFFFFF) background A close up of an element labelled as “data used” showcasing colour contrast  Value: 2.869:1 Blue (#006AE0) button on a Navi-Blue (#21254F) Background A close-up of some buttons showcasing colour contrast  Value: 1.411:1 Light Grey (#D9D9D9) text on White (#FFFFFF) background A close-up of some text showcasing colour contrast | There are some colour contrast issues with texts and non-text elements. |
| **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, 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) | **RED** | **Resize Text**  A screenshot Lyca Mobile’s Homepage before resizing text to 200% A screenshot Lyca Mobile’s Homepage after resizing text to 200% showcasing that some elements overlap after resizing | **Orientation** The application is locked into portrait view.  **Resize Text** Application resizes appropriately, but the graph 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. |
| 1. **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** | **Grammatical error:**A screenshot reading “I would like my details to be to the directory service with a suppressed address” showcasing grammatical error | **Grammatical error:** Grammatical and spelling errors can confuse people with a cognitive disability. |
| **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) | **RED** | **Navigation A screenshot of Lyca Mobile’s menu A screenshot of Lyca Mobile’s “Help & Support” menuA screenshot of Lyca Mobile’s Homepage after selecting “FAQ” from the “Help & Support” menu A screenshot at the bottom of the homepage of lyca mobileA screenshot of Lyca Mobile’s FAQ page** | **Navigation**  FAQ from the app goes to the LycaMobile website Home page instead rather than straight to the FAQ, users must navigate to the FAQ again at the bottom of the page. |
| 1. **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** |  | The numerical keyboard appears for the “Lyca Mobile number”.  The OTP input also automatically activates the 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 in information through a keyboard. | **YELLOW** | **Labels A screenshot of Lyca Mobile’s Homepage showcasing overwhelming amount of labels from voice control A screenshot of Lyca Mobile’s “Profile” page showcasing overwhelming amount of labels from voice controlA screenshot of Lyca Mobile’s “Help & Support” page showcasing overwhelming amount of labels from voice control A screenshot of Lyca Mobile’s FAQ page showcasing overwhelming amount of labels from voice control**  **Another screenshot of Lyca Mobile’s FAQ page showcasing overwhelming amount of labels from voice control** | **Labels**  There are too many labels for various options, incorrectly named labels, and some redundant 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  This is in line with WCAG 2.2 criteria:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  | There were no identified issues with target size. |
| 1. **Auditory** | | | |
| **Screen Reader Capabilities** | | | |
| * Text * Non-Text Items * Headings * Buttons and Links * Input Fields (Instructions/Error Suggestions)   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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of Lyca Mobile’s Homepage A screenshot of Lyca Mobile’s Menu A screenshot of Lyca Mobile’s “Help & Support” page A screenshot of Lyca Mobile’s FAQ pageA screenshot of Lyca Mobile’s “Page & Recharging” Information pageA close-up of Lyca Mobile’s “Auto-renew service” information | **To find the auto deactivate system** App Homepage > Select “Menu” > Select “Help & Support” > Select “Have a question? We’re a tap away” > Select “General” > Select “Why has my Lyca Mobile stopped working after not using it for some time”. |
| 2 – Cancelling the Service |  | There is an auto-deactivate system that deactivates prepaid SIMs after 90+ days of inactivity (No phone calls or text messages). |

# 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 is a GREEN.) |
| **Mate** | YELLOW | RED | GREEN | GREEN | GREEN | YELLOW |

### 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) | **RED** |  | **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. |
| **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 A green symbol on a light pink background.  Value: 2.726:1 White Text (#FFFFFF) on Green (#4FAF71) BackgroundWhite text on a green background.  Value: 1.995:1 Dark grey (#48454E) symbols and text on Black (#121212) backgroundDark grey icons on a black background.  Value: 2.726:1 Green (#4FAF71) Button and Symbols on White (#FFFFFF) Background Green icons on a white background. | **Colour Contrast** Both light and dark modes had their problems with colour contrast throughout the application. |
| **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, 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) | **RED** | **Resize text**  **Screenshot of a grey pie chart with 0.00% vaguely seen within it.**  **Screenshot of various buttons which have not been resized appropriately.** | **Orientation**  The orientation adjusts appropriately between landscape and portrait.  **Resize text**  Text becomes squashed inside the pie chart and the application struggles to put more than one word in a column.  **Colour theme**  There is a clear difference between light and dark mode in the application.  **Magnification**  Magnification does not function appropriately. |
| 1. **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** | **A red arrow pointing towards the data usage area.** | **Navigation**  In the “Services” Tab, it is not obvious that you can tap on the data usage. |
| 1. **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** |  | 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 selected. Although this does not inhibit accessibility, the keyboard functionality in input fields should be automatic.  There are other input fields where keyboards are unnecessarily activated, such as the “Update” tab, 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** | A screenshot with missing labels on certain items. | 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   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** |  | Target sizes are appropriate. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Select HelpA screenshot of a red arrow pointing to 'help'.  Select “how do I cancel my mobile service”  A screenshot of search results for 'cancellation'. | **Breadcrumbs** Select “Help” > Select “FAQs” > Select “type question here” > Type “Cancellation” > Scroll down and Select “how do I cancel my mobile service”    Finding the information on cancellation was simple. |
| 2 – Cancelling the Service | 'Chat to us' logo and text with 'open chat' function.  Screenshot of a live chat.  Screenshot of a live chat.  Screenshot of a live chat.  Screenshot of a live chat.  Screenshot of a live chat. | ‘Chat to us’ does not work as it just provides an AI generated chat.  Then typed in “I would like to speak to a support team member” and it provided a link to a live chat.  Through this chat, cancellation could be done easily. |

# 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 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.) |
| **Moose Mobile** | GREEN | RED | RED | GREEN | YELLOW | 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   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) | **YELLOW** | Screenshot of a date picker with Saturday focused on. | 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. |
| **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** | Screenshot of the main data usage page with white texts on green buttons. | 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 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, 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) | **RED** |  | Orientation, text size and colour themes do not cooperate with the accessibility settings on the mobile device. |
| 1. **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 used within the Moose Mobile App meets the criteria of lower secondary education level. |
| **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** |  | Throughout the Moose Mobile application, the page layout is clear and consistent. |
| 1. **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** |  | There are no issues with the accessibility of keyboard inputs. |
| **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** | Screenshot of a date picker. | Voice Control works excellently with the Moose Mobile application. All items are labelled appropriately to access using voice commands.  Even though the date picker is accessible through voice commands, it has been formatted in terms of numbers instead of dates. For example, to pick the 6th of January, one would have to say, “tap 6”. This might be confusing to some and can be improved to function on actual dates.  When accessing the FAQ, Voice Control is succinct in allowing users to navigate to cancellation information efficiently. |
| **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** |  | Interactive elements within the Moose Mobile application are appropriately sized. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of billing and payments FAQ.Screenshot of 'cancelling your moose service' FAQs.Screenshot of 'how do I cancel my Moose service' article. | Information on cancellation is provided within the FAQ section. This information is in the ‘Billing and Payments’ section, under the sub-header of ‘Cancelling Your Moose Service’. |
| 2 – Cancelling the Service | A screenshot of a contact form page. | 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. |

# 29. More

|  |  |
| --- | --- |
| Telco Name | MORE Telecom - Website |
| Network Used | Telstra Mobile Network |
| Plan (being used to test) | 12GB 4G SIM only Plan |
| 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 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.) |
| **MORE** | GREEN | YELLOW | GREEN | RED | YELLOW  (Simpler process to cancellation is not elaborated on) | 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) | **RED** | **Focus Order:** Hamburger menu skipped over completely.  Screenshot of focus order issues, with the hamburger menu being skipped.  Screenshot of focus order issues, with the hamburger menu being skipped.  **Focus order:** non-interactive elements with focus.  Screenshot of non-interactive logo being focused on. | **Focus Order:**  When the screen reader is in use, the hamburger menu does not receive focus or announcement. This would hinder the ability to find the ‘cancellation’ function.  Labels need to be improved to describe the headings appropriately through a screen reader. This is particularly important for links, hyperlinks, buttons, input fields and other user interface elements. |
| **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:  Value: 3.538:1  Red Text (#FD3E3E) on a white background (#FFFFFF) regular text sizing. (14pt to 18pt)  Red text on white background  Value: 3.45:1  White Text (#FFFFFF) on a red background (#FD4444) regular text sizing. (14pt to 18pt)  White text on red background.  Value: 4.109:1  Dark Grey Text (#707981) on light grey (#F3F7F9)  Dark grey text on light grey background.  Value: 2.098:1  Light grey text (#ACB4BC) on a white background (#FFFFFF)  Light grey text on white background.  Value: 1.351:1  Grey ‘Hamburger menu’ bars (#657780) on a red background (#FD4444)  Dark grey bars on red background. | 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. |
| **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, 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 & resize text:**  Both resize and orientation adapt within the website without loss of content, function, and information.  **Dark Theme:** The website does not adapt to dark theme. |
| 1. **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) | **RED** | Screenshot of FAQs with codes for titles. | 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. |
| **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** |  | There is a consistent page layout throughout |
| 1. **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 is appropriately functional. |
| **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** | Screenshot of labels showing 'more 2' and 'three bars'. Screenshot of label showing 'menu'.  Multiple Labels used:  'Screenshot of 'add contact' button with two separate labels.  Non-interactive element: with an empty label.  Screenshot of non-interactive element with an empty label | 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 (Minimum) (Level AA) | **YELLOW** | Screenshot of 'date of birth' form field with small buttons on information closely placed together. | 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. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of FAQs page.  A screenshot of 'more self care' article. | 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. |
| 2 – Cancelling the Service | A screenshot of an opened hamburger menu with a 'mobile' option to select.  Screenshot of 'view' button under mobile services.  A screenshot of a 'disconnect' button.  Screenshot of disconnection information prior to cancellation. | **Breadcrumbs:**  Hamburger Menu> ‘Mobile’ menu> ‘Mobile Services’ > ‘View’ button >’Disconnect’ button > Tick ‘I agree’ box > input ‘Mobile Number’> ‘Confirm’ button.  Simple cancellation process. Information of this process was not properly stated within any support section. |

# 30. NuMobile

|  |  |
| --- | --- |
| Telco Name | NuMobile - Website |
| Network Used | Telstra Mobile Network |
| Plan (being used to test) | $20/month 10GB data |
| 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** | **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) | **RED** | Account icon:  Screenshot of an account icon.  Scrolling advertisement:  Screenshot of scrolling advertisement. | 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. |
| **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 (#FFFFFF) over red background (#F9423A)Screenshot of white text in a red background with contrast issues.  Value: 3.593:1 Red text (#F94139) over white background (#FFFFFF) Screenshot of red text in white background with contrast issues. | **Colour Contrast:** Due to the colour scheme used, there are some text contrast requirements not met. |
| **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, 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.  **Resize Text**  Text resizes appropriately.  **Colour theme**  Dark mode’s on or off has no discernible differences.  **Magnification**  Magnification does not function appropriately within the phone website. |
| 1. **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** | | | |
| * Use of Colours * 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:   * 1.4.1 Use of Colour (Level A) * 3.2.3 Consistent Navigation (Level AA) | **GREEN** |  | There is consistent page layout throughout the website. |
| 1. **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** |  | Alphanumerical keyboard appears when prompted. |
| **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**    **A screenshot of redundant auto-generated labels.** | Labels are auto generated and generates too many redundant 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  This is in line with WCAG 2.2 criteria:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  |  |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Type “Cancel” and tap “How do I cancel my plan”**  **A screenshot of the search result for 'cancel' in the help and support page.**  **Screenshot of 'How do I cancel my plan' article.** | **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. |
| 2 – Cancelling the Service |  | Live chat function allows for easy cancellation of the NuMobile service. |

# 31. Optus

|  |  |
| --- | --- |
| Telco Name | Optus |
| Network Used | Optus Network |
| Plan (being used to test) | Optus Flex Plus 5GB plan |
| 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](tel:1800508000" \t "_self)  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   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** |  | 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. |
| **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**  App utilizes a teal, yellow and white colour scheme.  **Text**  The main area of the app has a white meaning there is a good contrast ratio. However, the texts could be slightly bolder. |
| **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, 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** |  | **Font**  The Optus App has an acceptable font size across the app. However, some areas could have bolder text and less clutter on the home screen to make it easier to navigate.  **Magnification**  The My Optus app doesn’t have a zoom feature inbuilt into the app. There are no settings in the app to adjust this either.  **Orientation**  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. |
| 1. **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) | **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 functions or services are available at the top of the list. Examples would include the 24/7 chat line, Payment Methods, Left-over data, etc.  **Grouping**  The My Optus app does seem to possess grouped operatable elements. |
| 1. **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 sufficient with a good contrast ratio.  The necessary keyboards are activated when required.  **Numerical Keyboard**  When a numerical keyboard is required, the NUM-pad will appear and the same applies when an alpha-numerical keyboard is required.  **Data Entry**  Optus utilizes different types of data entry methods when necessary, such as check boxes and various on-screen keyboards. However there doesn’t seem to be much of a presence radio buttons, select menus or check boxes. This are present during the registration process but aren’t as apparent once you are registered and using the app. |
| **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) | **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot highlighting 'Contact us' link  Screenshot highlighting 'Moving & Disconnecting' accordion  Screenshot of Optus contact details | 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”. |
| 2 – Cancelling the Service |  | There are two options to cancel your 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 AI |
| 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 tool** | **Phone Line Support**  Support mobility, visual and cognitive | **TTY line or service**   * 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**  **Available** | **FAQ**   * 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. | **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. |
| **Pennytel** | YELLOW | RED | RED | YELLOW | RED | 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   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:  Screenshot highlighting focus location  Hamburger Menu Issue: Screen readers do not give focus to menu.  Screenshot showing focus issues Screenshot showing focus issues  Screenshot showing focus issues Screenshot showing focus issues  Screenshot showing focus issues | | **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 ‘homepage’ main content links - ‘Use 3 fingers to tap, to view’: no resulting action from this. (Note: actual action is 1 finger double tap) |
| **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)Screenshot of low-contrast text  Value: 1.815:1  Grey button (#B1B1B1) on Grey Background Button (#ECECEC)  Value: 1.093:1  on the white background (#F6F6F6)  Screenshot of low-contrast control  Value: 3.02:1  Grey text (#8E9190) on a white background (#F9F9F9)  NOTE: not including the arrows  Screenshot of low-contrast drop-down menus | | Colour contrast is a major issue for most of the pages. |
| **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, users may not be able to independently use and navigate through the application’s features. | **YELLOW** | Portrait:  Screenshot of 'Our Details' page in portrait orientation  Landscape:  Screenshot of 'Our Details' page in landscape orientation | | **Orientation:** Landscape seems to be the default and does not correctly change to portrait.  **Resize:** Adjustments to text size function appropriately.  **Colour Theme:** Dark theme does not apply to the website’s interface. |
| 1. **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 basic, readable, and direct. |
| **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. | **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. |
| 1. **Mobility** | | | | |
| **Keyboard Control** | | | | |
| * Keyboard Accessibility   Mobile keyboards can be custom tailored to suit the accessibility needs of their user. | **RED** | Hamburger access through Voice Access:  ‘Grid’ access Trial ‘tap 8’  Screenshot of customer portal with number grid Screenshot of customer portal  ‘Labels’ access trial Tap 6  Screenshot of customer portal with voice control labels Screenshot of customer portal | | Access to the ‘hamburger’ menu items is not available for people using grid-view as an accessible way of selecting elements. For example, selecting ‘grid 8’ does not open the ‘hamburger’ menu. This menu contains critical support links for users and its inaccessibility means that users with a mobility disability may not be able to access help. |
| **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** | Voice access controls – ‘Show labels’:  ‘Tap 6’ trial to activate the hamburger menu.  Screenshot of customer portal with voice control labels Screenshot of customer portal with voice control labels  Screenshot showing voice control in use Screenshot of customer portal | | With Voice access controls there is no way to access the ‘hamburger’ menu even using grids and 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** |  | | Targets are sized and spaced appropriately.Screenshot showing contact details |
| 1. **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 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) | **N/A** |  | |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of cancellation process  Screenshot of cancellation process | No cancellation button or facility within the website on the phone. I had to send an email enquiry through to ‘Ask a question’ and it was answered out of WSTD business time. They called at 6:15am and then emailed at 6:18am from obviously the ESTD region during business hours.  No actual answer was given to the Question, ‘How do I cancel my account?’   1. 9/1/24 Emma sent a message about how to cancel the Pennytel sim card. 2. 10/1/24 Received email and phone from Mariane asking us about cancelling our sim card. Voice message left at 6.15AM Perth time, very difficult to understand the name of the company due to Mariane’s accent, Had Emma listen to the voice message, and we worked out it was from Pennytel. 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:    *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.* |
| 2 – Cancelling the Service | Screenshot of contact details | 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 AI/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 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.) |
| **Southern Phone Australia** | GREEN | RED | GREEN | RED | RED | 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   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) | **YELLOW** | Focus Visible:  Screenshot showing screen reader focus indicator Screenshot showing screen reader focus indicator  Focus Order: Hamburger menu  Screenshot showing screen reader focus indicator  Focus order: hamburger menu description read out in screen reader talkback.  Screenshot showing screen reader reading the text 'javascript:void(0);'  Screenshot showing screen reader reading the text 'Double-tap to activate. Links available, use Tap with 3 fingers to view' | The focus indicator gave focus to elements that were not visible on the page.  The hamburger menu is also improperly labelled and does not present information through a screen reader that provides the user with a clear indication of the element function. |
| **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). | **GREEN** | Colour Contrast:  Value: 1.989:1  White text (#FFFFFF) on a green background (#69CAA0)  Screenshot of low-contrast text | The only element that does not meet contrast appropriately is the ‘Login Successful’ element.  Besides this, the Southern Phone website uses very good contrasting. |
| **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, 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.  **Resize Text:**  The text adjusts appropriately to any resizing. Some cramping happens but there is no loss of content.  **Colour Theme:**  Dark mode does not function appropriately.  **Magnification:**  Magnification is adjustable. |
| 1. **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 simple and direct. |
| **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** |  | The pages are consistently laid out for ease of access. |
| 1. **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 is generally accessibility throughout the website. |
| **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** | Grid-view does not work:  Screenshot of voice control grid | Labels were accessible to almost all styles of labels except grid style. |
| **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** |  | All target links, buttons and other UI elements have appropriate target sizing and spacing. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Homepage:  Screenshot of application home page  Chat function access points:  Screenshot showing chat access method Screenshot showing chat access method  Screenshot of chat link  Conversation: With Rakesh  Screenshot of cancellation conversation Screenshot of cancellation conversation  Screenshot of cancellation conversation Screenshot of cancellation conversation  Screenshot of cancellation conversation Screenshot of cancellation conversation  Screenshot of cancellation conversation | As there was no information on cancellation throughout the support tab, Southern Mobile had to be contacted.  **Breadcrumbs:**  Login/homepage>Hamburger Menu>select ‘support’> ‘Live chat’ > ask question.  The cancellation can only be done through a phone call. |
| 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/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.) |
| **Spintel** | GREEN | GREEN | GREEN | 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   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) | **RED** | **Focus Order** Screenshot showing focus orderScreenshot showing focus orderScreenshot showing focus orderScreenshot showing focus order  Screenshot showing focus orderScreenshot showing focus order**Screenshot showing focus order**  **Input Purpose Issue Screenshot highlighting control with non-descriptive name** | **Input Purpose Issue**  The settings button is labelled as a string of numbers “0000939378” making it hard for people who rely on screen readers to discern what the link does.  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. |
| **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: 1.933:1 Light Blue (#C9EFFC) text on a Blue (#09B5F3) Background Screenshot of low-contrast text  Value: 2.995:1 Grey (#959595) text on a White (#FFFFFF) Background Screenshot of low-contrast text  Value: 1.608:1 White (#FFFFFF) text on a Light Blue (#94D6E9) Background Screenshot of low-contrast text  Value: 2.404:1 Blue (#05B3F3) text on a White (#FFFFFF) Background Screenshot of low-contrast text  Value: 2.206:1 Blue (#0CB6F2) text on an Off-White (#FCF8E3) Background Screenshot of low-contrast text  Value: 2.02:1 White (#FFFFFF) text on a Blue (#3AC4F5) Background Screenshot of low-contrast text  Value: 2.995:1 Grey (#959595) text on a White (#FFFFFF) Background Screenshot of low-contrast text  Value: 2.404:1 Blue (#05B3F3) text on a White (#FFFFFF) Background Screenshot of low-contrast text | There are contrast issues throughout the website, mainly due to the blue colour theme. |
| **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, 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** | **Colour Theme**  **Screenshot of web page not reacting to device colour theme changes Screenshot of low-contrast text** | **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. **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** | **Language**  **Screenshot highlighting similar language**  **Informal Language**  **Screenshot of less formal language** | 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 ***till*** the end of your current bill cycle…” |
| **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** |  | There is a consistent page layout throughout the website. |
| 1. **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 access is appropriately functional. |
| **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 LabelsScreenshot showing voice control labels Screenshot showing voice control labels**  Red Arrow – Redundant  Purple Arrow – Missing | 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 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Spintel “My account” Screenshot of 'My account' page  Scroll down and select “Support” Screenshot highlighting support link  Select “Search for articles” Screenshot highlighting article search field  Type “Cancellation”  Screenshot showing search results for 'Cancallation'  Scroll down and select “Cancelling your account/service”  Screenshot highlighting cancellation information  Screenshot showing cancellation information | Easy to find the information on cancellation.  **Breadcrumbs:** Spintel “My account” page > Scroll down to bottom, Underneath “Spintel” Select “Support” > Select “Search for articles” and type “Cancellation” > Scroll down and select “Cancelling your account/service” |
| 2 – Cancelling the Service |  | Upon sending a message on the website, we received a voice message on Saturday morning, asking us to call Spintel back about our request for cancellation.  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. |

# 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 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.) |
| **Superloop** | GREEN | RED | RED  (states ‘Live’ but is AI) | RED | YELLOW  (FAQ is known as ‘My service documents’) | 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) | **RED** | Focus order:  Screenshot showing focus order Screenshot showing focus order  Screenshot showing focus order Screenshot showing focus order  Footer Menu:  Screenshot showing footer menu  Abbreviations & terminology:  Screenshot showing abbreviation | **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:**  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 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 document before being able to find the information titled ’12. Cancelling the service’. |
| **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). | **RED** | Contrast:  Value: 2.535:1  White text (#FFFFFF) on a green (#53B758) circular surround.  White tick in a green circle.  Value: 1.231:1  Light Green text (#F0F8EF) on a green (#CCE6CA) oval surround.  Light green text on a green background.  Value: 1.878:1  Grey ‘send’ button/icon (#BDBDBD) on a white (#FFFFFF) background.  Grey icon on a white background.  Value: 2.193:1  Grey ‘Enter current password’ input field description/instruction (#AFAFAF) on a white (#FFFFFF) background.  Light grey text on a white background. | There are more contrast issues with non-text elements as compared to text elements. |
| **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, 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) | **RED** |  | **Orientation:**  The page layout does not adjust between landscape and portrait.  **Resize:**  When the text and icons are resized, there is overlapping and cramping that occurs.  **Colour Theme:**  Dark Theme does not adjust the application.  **Magnification:**  The magnification function works appropriately. |
| 1. **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 direct. |
| **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** |  | The page layout and navigation are simple and clear. |
| 1. **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 use is accessible. |
| **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** |  | All aspects of Voice access can be utilised well. |
| **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. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Select ‘Manage’  A screenshot of the main account page.  Select ‘Service details.  Screenshot of service details tab.  Select ‘Cancel Service’  Screenshot of service details page with cancellation option. | 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. |
| 2 – Cancelling the Service | Screenshot of service cancellation confirmation page. | 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 test) | Swoop Mobile $20 8GB plan |
| 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 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.) |
| **Swoop:** Mobile Website | GREEN | RED | RED | GREEN | 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   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) | **YELLOW** | Focus order: Swoop Mobile FAQ.  Screenshot of focus order issue. | 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. |
| **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:  Value: 2.292:1  White text (#FFFFFF) on a teal background (#2DBEB7)  A teal background with white text | The website shows very little issue with contrast.  The issues arise mainly due to the teal and white colour combination. |
| **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, 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:**  Orientation adjusts adequately to either portrait or landscape with no loss of content.  **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. |
| 1. **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, concise, 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) | **GREEN** |  | There is a consistent layout on each page within the mobile website. |
| 1. **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** |  | All keyboard features are appropriately accessible and controllable. |
| **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** |  | All styles of overlay labels and accessible names work adequately to navigate through the website to the cancellation feature. |
| **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** |  | The targets points are sized and spaced appropriately. |
| 1. **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 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) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Footer menu: Mobile section.  Screenshot of footer menu.  Scroll down & select ‘How do I cancel my service?’  Screenshot of 'support' options including 'How do I cancel my service'.  Expand article.  Screenshot of answer to service cancellation. | 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. |
| 2 – Cancelling the Service |  | On the phone call, users are required to listen to the prompts and key in the number 4, then the number 1 on the keypad to get to an agent. |

# 37. Tangerine

|  |  |
| --- | --- |
| Telco Name | Tangerine - Website |
| Network Used | Telstra Mobile Network |
| Plan (being used to test) | 12GB 4G SIM Only Plan |
| 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/AI 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 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.) |
| **Tangerine** | GREEN | YELLOW | GREEN | YELLOW  (Ticket lodging – user email is required) | 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) | **RED** | **Focus order:**  Hamburger menu: Skipped in the header.  Screenshot showing focus order issue.  Screenshot showing focus order issue.  Input field:  given focus but no function.  Screenshot of billing option input field.  Card Input: labels are not descriptive.  Screenshot of card number input field.  **Calendar:**  The first photo is the last focus indicator indicating anything to do with the DOB input field or the Calendar.  A screenshot of a calendar. | 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. |
| **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) | **RED** | Value: 4.109:1  Dark Grey Text (#707981) on light grey (#F3F7F9)  Dark grey text on light grey background.  Value: 2.098:1  Light grey text (#ACB4BC) on a white background (#FFFFFF)  Light grey text on white background.  Value: 1.908:1  Value: 2.885:1  Orange Text (#F2740B) on a white background.  Orange text on white background.  Orange text on white background. White check mark in an orange square.  Orange link text in white background.  Value: 1.971:1  White icon of a plus (+) sign (#FFFFFF) on green background (#44CF9C)  White plus sign in a green circle. | Tangerine has an orange, black and white colour scheme that, in certain combinations, passes well.  Text or UI element that is orange on a white background fails to meet an accessible contrasting ratio.  Grey on grey elements tend to vary in compliance but more likely than not, end up not being contrasting enough. |
| **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, 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** | Dark theme: You can see its only phone view port accessories around the window that are changed.  Screenshot of dark theme on dashboard page. | **Orientation:** Adjusts appropriately from landscape to portrait and back.  **Resize Text:** The website adjusts appropriately to a resizing of text and icons.  **Dark theme:** The Tangerine website cannot be adjusted to a Dark theme mode.  **Magnification:** Easy functionality. |
| 1. **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** | Screenshot of FAQ being titled as random letters and numbers. | 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” |
| **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** |  | Overall, the website is logically set out with clear page layouts. |
| 1. **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:  Screenshot of desktop features on a mobile platform. | These actions are related to a keyboard function (ctrl + F5) for desktop computers and is not available for phone use. |
| **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** |  | Overall, the speech to text or Voice Access is adaptable to all content barring the calendar. |
| **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) | **RED** | Screenshot of tightly spaced links.  Screenshot of small buttons. | Many buttons and hyperlinked text are very small and/or tightly spaced. |
| 1. **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 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) | **N/A** |  |  |

## 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 | Screenshot showing disconnect button.  Screenshot confirming cancellation.Screenshot stating cancellation is pending. | 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](tel:1300835324) |
| Other Method | Email - [support@telechoice.com.au](mailto: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 | 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   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) | **YELLOW** | Screenshot of homepage with multiple focus areas highlighted. | Focus order:  The focus order of fields was all correct, except for the initial box on all pages, which would highlight the entire page as a focus point.  Buttons & links:  On the Recharge page, the buttons for ‘30 day’, ‘180 day’ and ‘yearlong’ plans read as paragraph text and are not directly identifiable as options to toggle between screens of recharge options.  Input fields:  The app utilizes an alphanumeric keyboard for most inputs, however, elements like the DOB and Medicare Expiry could benefit from a number pad.  Data entry methods included:   1. Radio buttons 2. Drop Down Boxes   The app could make use of Num pads instead of always using alphanumeric keys.  **Screen reader**  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   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). | **RED** |  | The app does not meet the contrast requirements.  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 payment |
| **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, 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 TeleChoice app does not allow for changing screen orientation, except in the sign-up menu.  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. |
| 1. **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) | **YELLOW** |  | Consistent layout:  The App features the following consistent features:   1. Navigation bar in the bottom portion of the screen with equal sized buttons. 2. Screens following a similar layout and use. 3. 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. |
| 1. **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** |  | General keyboard:  Keyboard appears when appropriate for the setting up of sim. The app limits the use of keyboard requirement in changing settings. |
| **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** |  | 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot with the recharge feature shown. | There is no button to cancel the service, as being prepaid, if you do not recharge, it won’t renew.   * The Auto Recharge feature on the overview tab would allow a user to “Subscribe” to the prepaid service.   The tab is not hidden on a subpage and is visible from the primary menu. |
| 2 – Cancelling the Service | Screenshot featuring 'on and off' switch for the auto recharge option. | Easy to use On/Off switch to easily disable your auto recharge, great feature for those with accessibility requirements to be able to toggle on and off and understand quickly the status of the auto recharge.   * Features high contrast blue on white background. * Toggle switch illuminates when On, indicating that auto recharge is 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. |

# 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

|  |  |  |  |
| --- | --- | --- | --- |
| **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) | **YELLOW** | Screenshot of pin entry. | Buttons and Links:   * The return/back button sometimes isn't labelled correctly. * We found that all buttons were labelled clearly to indicate they were actionable in input fields.   Input Fields:  The Telstra app will read that an input box, for example, is actionable and describe the content that should be in the box. It also tells you when you have reached the maximum input.  **Screen reader**  Item label - PIN  This item may not have a label readable by screen readers.  OR reads as O, R, not as a word |
| **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:  Most buttons feature a 5.59:1 colour ratio. It is pleasing to note that this achieves an AA W3C rating, however not an AAA.  Contrast:  Some headers, such as on the home page, feature a gradient (blue to light blue or purple to orange) background with a White text header. These situations provide a more limiting contrast option. |
| **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, 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 Telstra app only works in a portrait orientation and hence cannot be manipulated to a landscape orientation.  Resize:  (See ‘Magnification’ below)  Magnification:  The Telstra app does not have any inbuilt support for zooming.  System font and zoom increasing tools could assist in this regard.  System fonts are supported. |
| 1. **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** |  | Page Layout:  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. |
| 1. **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 (general):**  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 * 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   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) | **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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of services tab. | Simple to find the service you wish to cancel in the “services Tab”   * Allows for consistent navigation. * Allows user to identify the service they are wishing to edit/change.   Button Such As “View All” is labelled as “View All Your Services” to inform the user of its purpose.  The services tab provides clean list of Telstra services.  Once the service is selected, you are 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. |
| 2 – Cancelling the Service | Screenshot of auto-recharge page. | The only way to completely cancel a Telstra prepaid service is by chatting to a person in the app and mentioning “Deactivate my prepaid service”   * Despite this, as the service is prepaid, if you do not top up the service with an additional month, it will simply lapse and not charge you any more money.   Cancelling Auto Recharge would be more relevant.   * Auto recharge button and status is well labelled and simple to understand. * Here you can auto recharge to a payment plan for mindless reoccurring billing. * Screen tagged well with plans laid out in a list. * Buttons have sufficient spacing to allow for easy selection. * Plans are grouped by type for ease of user. * The use of Purple could be seen as important although it is not in this case. |

# 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 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.) |
| **Think Mobile** | YELLOW | RED | RED | YELLOW | RED | 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   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) | **RED** | **Screen reader** Screenshot of navigation pane being highlighted.Screenshot of navigation pane being highlighted. | **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. |
| **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). | **RED** | Value: 1.883:1 Orange text (#FFAB40) on white (#FFFFFF) background Orange text on white background.  Value: 2.069:1 Light Grey text (#A7A9AB) on light grey (#F0F0F0) background  Grey text on light grey 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 components:** Ratio is at least 3:1 |
| **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, 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.  **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. |
| 1. **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** |  | **Language**  Language is clear but is complicated in certain areas. |
| **Consistent Page Layout and Navigation** | | | |
| * Use of Colours * 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:   * 1.4.1 Use of Colour (Level A) * 3.2.3 Consistent Navigation (Level AA) | **GREEN** |  |  |
| 1. **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**  Alphanumerical keyboard is opened when prompted, but since the account number is required to login, the numerical keyboard could be used. |
| **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** | Screenshot of a contact form with labels missing for input fields as well as auto-generated labels for some fields. | **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  This is in line with WCAG 2.2 criteria:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  |  |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| 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/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) | **RED** | **Incorrect Input purpose** Screenshot of a button being highlighted. **Focus Order Screenshot of focus order on an invisible item.** | 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. |
| **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: 4.276:1 Bright pink text (#EB008C) on white (#FFFFFF) background Pink text on white background.  Value: 3.005:1 White text (#FFFFFF) on light purple (#AA8AB2) background White text on purple background. | There are some text elements that do meet the required contrast ratio. |
| **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, 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.  **Resize text**  Text resizes appropriately.  **Colour theme**  Dark mode’s on or off has no discernible differences.  **Magnification**  Magnification has no issues. |
| 1. **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**  Language is simple and direct |
| **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** |  | **Page layout:** Page layout and navigation is consistent throughout the phone website. |
| 1. **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** |  | There are no keyboard functionality 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. | **YELLOW** | Screenshot of missing UI labels. | 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:   * 2.5.8 Target Size (Minimum) (Level AA) | **GREEN** |  | Targets are appropriately sized and spaced out. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | A screenshot of red arrow pointing at the 'support' page tab Scroll down and Select “Accounts & Billing”  Screenshot of a red arrow pointing to the 'Accounts and Billing' page. Select “Manage my account”  A screenshot showing list of items under accounts and billing, including the 'manage my services' tab.  Select “Cancel or close my account” A screenshot of a tab with multiple items under 'manage my account', including cancel or close my account tab. | 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” |
| 2 – Cancelling the Service | Screenshot of 'cancel or close your TPG account' answer. | Cancellation of a mobile service requires a call to TPG on their 13 14 23 number. |

# 42. Vodafone

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **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.) |
| **Vodafone** | GREEN | RED | YELLOW | 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   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 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). | **GREEN** |  | App utilizes Blue, Black, white, and red as the main colours.  Provides a strong level of contrast for users with visual sight difficulties.  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. |
| **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, 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** |  | Magnification:  The Vodafone app does not have any inbuilt support for zooming in and out. The contents of each window are in a fixed ratio box on screen, and hence are unable to be manipulated by the user.  Orientation:  The Vodafone app only works in a portrait orientation and hence cannot.  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. |
| 1. **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:   * 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 location. * 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. |
| 1. **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. |  |  |  |
| **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 scroll in only an up or down direction making the touchscreen scroll gestures sufficient to prompt to the user.   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 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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Screenshot of a chat. | Through the mobile app you can exchange messages with an AI chatbot as well as a person.  A contact us link is also provided where you can access a variety of numbers to call if you have any issues. |
| 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. |

# 43. Woolworths

|  |  |
| --- | --- |
| Telco Name | Woolworths Mobile (website view only) |
| Network Used | Mobile Virtual Network Operator (MVNO) on the Telstra Network |
| Plan (being used to test) | 20 pre-Paid 30-Day expiry Plan. 12GB Data, unlimited calls, and 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.) |
| **Woolworths Mobile** | GREEN | 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** |  | 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   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 app does not support changing screen orientation and is fixed in partial mode.  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. |
| 1. **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** |  | Simple tense:   * The language is clear and concise. |
| **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** | Screenshot of homepage layout. | 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 app has appropriate spacing and white space to enhance visual clarity. |
| 1. **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)   * Due to a Focus order, links and buttons correctly labelled navigating via a keyboard is made easier. * 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. |  |  |  |
| **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** |  | 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.   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. |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

|  |  |  |
| --- | --- | --- |
| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | Select the Options page  Screenshot of options page.  Select the “Mobile” tab  Screenshot of 'mobile' tab.  Select the “Cancel My Service” tab.  Screenshot of service cancellation confirmation page. | To cancel the service:   * Select the Options page, which is in the bottom right-hand corner of the app. * Select the “Mobile” tab/button. |
| 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 |

|  |  |
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| **Support Option** | **Notes/Comments** |
| TTY Line | No reference to any support via TTYL. |
| Online Chat/AI Chat | Hybrid AI/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 - [support@yomojo.com.au](mailto:support@yomojo.com.au) and ‘Message Us’ option. |

## Support and Accessibility Table

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| --- | --- | --- | --- | --- | --- | --- |
|  | **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.) |
| **Yomojo** | YELLOW | RED | GREEN | GREEN | GREEN | YELLOW |

### Accessibility Evaluation Template

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| --- | --- | --- | --- |
| **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) * 4.1.2 Name, Role, Value (Lavel A) | **RED** | **Screen reader Screenshot of dashboard page.**  **Screenshot of FAQ search page.** | **Screen reader**  Yomojo logo says it is the dashboard link when we are already on the dashboard phone website page.  Information icons reads as JavaScript and links, but they are redundant links.  The “Voice”, “SMS”, and “Data” drop-down menus are not read out nor accessible. Same with the “Excess Credit” Drop-down menu  Data remaining reads out as 2 separate messages instead of 1.  Hamburger menu on the “FAQ” page reads out as “Link”. Search icon on “FAQ” page just reads out as button. None of the “FAQ” Categories do not read out as collapsed or expanded, nor does double tapping to expand read out anything, nor do anything underneath the drop-down menus. |
| **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). | **RED** | Value: 3.439:1 White (#FFFFFF) Text on Orange (#FF4505) background  White text on dark orange background.  Value: 1.27:1 White (#FBFCFC) information icon on Light Grey (#DAD9D9) background  White 'i' logo in a light grey circle. | **Colour Contrast:** Many text and non-text items did not meet the colour contrast criteria. |
| **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, 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**  **A screenshot showing homepage difference in landscape orientation.A screenshot showing homepage difference in landscape orientation.** | **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. |
| 1. **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**  Language is clear, simple, and straight to the point. |
| **Consistent Page Layout and Navigation** | | | |
| * Use of Colours * 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:   * 1.4.1 Use of Colour (Level A) * 3.2.3 Consistent Navigation (Level AA) | **GREEN** |  |  |
| 1. **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   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** | Screenshot of many duplicate and auto-generated labels. | **Labels**  Only autogenerated labels used, and some auto-generated labels are redundant |
| **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** |  |  |
| 1. **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) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | **N/A** |  |  |

## Detailed Cancellation Process Template

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| Step | Image(s) | Notes |
| 1 – Finding the cancellation button | **Select “How can I cancel my Yomojo service?”**Screenshot of a blue arrow pointing at the FAQ question, '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”  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  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. |
| 2 – Cancelling the Service | A screenshot showing how to cancel a Yomojo service. | The cancellation process is simply done through the live chat option. Only the account holder and/or authorized users can process the cancellation. |