§ 7.5 General Obligations.

(a) Obligation of Manufacturers. (1) A manufacturer of telecommunications equipment or customer premises equipment covered by this part shall ensure that the equipment is designed, developed and fabricated so that the voicemail and interactive menu functions are accessible to and usable by individuals with disabilities, if readily achievable;

(2) Whenever the requirements of paragraph (a)(1) of this section are not readily achievable, the manufacturer shall ensure that the equipment is compatible with existing peripheral devices or specialized customer premises equipment commonly used by individuals with disabilities to achieve access, if readily achievable.

(b) Obligation of Service Providers.

(1) A provider of voicemail or interactive menu shall ensure that the service is accessible to and usable by individuals with disabilities, if readily achievable.

(2) Whenever the requirements of paragraph (a)(1) of this section are not readily achievable, the service provider shall ensure that the service is compatible with existing peripheral devices or specialized customer premises equipment commonly used by individuals with disabilities to achieve access, if readily achievable.

§ 7.7 Product design, development, and evaluation.

(a) Manufacturers and service providers shall evaluate the accessibility, usability, and compatibility of equipment and services covered by this part and shall incorporate such evaluation throughout product design, development, and fabrication, as early and consistently as possible. Manufacturers and service providers shall identify barriers to accessibility and usability as part of such a product design and development process.

(b) In developing such a process, manufacturers and service providers shall consider the following factors, as the manufacturer deems appropriate:

(1) Where market research is undertaken, including individuals with disabilities in target populations of such research;

(2) Where product design, testing, pilot demonstrations, and product trials are conducted, including individuals with disabilities in such activities;

(3) Working cooperatively with appropriate disability-related organizations; and

(4) Making reasonable efforts to validate any unproven access solutions through testing with individuals with disabilities.
disabilities or with appropriate dis-
ability-related organizations that have
established expertise with individuals
with disabilities.

§ 7.9 Information pass through.

Telecommunications equipment and
customer premises equipment shall
pass through cross-manufacturer, non-
proprietary, industry-standard codes,
translation protocols, formats or other
information necessary to provide tele-
communications in an accessible for-
mat, if readily achievable. In par-
ticular, signal compression tech-
nologies shall not remove information
needed for access or shall restore it
upon decompression.

§ 7.11 Information, documentation,
and training.

(a) Manufacturers and service pro-
siders shall ensure access to informa-
tion and documentation it provides to
its customers, if readily achievable.
Such information and documentation
includes user guides, bills, installation
guides for end-user installable devices,
and product support communications,
regarding both the product in general
and the accessibility features of the
product. Manufacturers shall take such
other readily achievable steps as nec-
essary including:
(1) Providing a description of the ac-
cessibility and compatibility features
of the product upon request, including,
as needed, in alternate formats or al-
ternate modes at no additional charge;
(2) Providing end-user product docu-
mentation in alternate formats or al-
ternate modes upon request at no addi-
tional charge; and
(3) Ensuring usable customer support
and technical support in the call cen-
ters and service centers which support
their products at no additional charge.

(b) Manufacturers and service pro-
siders shall include in general product
information the contact method for ob-
taining the information required by
paragraph (a) of this section.

(c) In developing, or incorporating
existing training programs, manufac-
turers and service providers shall con-
sider the following topics:
(1) Accessibility requirements of in-
dividuals with disabilities;
(2) Means of communicating with in-
dividuals with disabilities;
(3) Commonly used adaptive techn-
ology used with the manufacturer's
products;
(4) Designing for accessibility; and
(5) Solutions for accessibility and
compatibility.

Subpart D—Enforcement

§ 7.15 Generally.

(a) For purposes of §§ 7.15–7.23 of this
subpart, the term “manufacturers”
shall denote any manufacturer of tele-
communications equipment or cus-
tomer premises equipment which per-
forms a voicemail or interactive menu
function.

(b) All manufacturers of tele-
communications equipment or cus-
tomer premise equipment (CPE) and all
providers of voicemail and interactive
menu services, as defined under this
subpart, are subject to the enforcement
provisions specified in the Act and the
Commission's rules.

(c) The term “providers” shall denote
any provider of voicemail or inter-
active menu service.

§ 7.16 Informal or formal complaints.

Complaints against manufacturers or
providers, as defined under this sub-
part, for alleged violations of this sub-
part may be either informal or formal.

§ 7.17 Informal complaints; form and
content.

(a) An informal complaint alleging a
violation of section 255 of the Act or
this subpart may be transmitted to the
Commission by any reasonable means,
e.g., letter, facsimile transmission,
telephone (voice/TRS/TTY), Internet e-
mail, ASCII text, Internet e-mail,
audio-cassette recording, and braille.

(b) An informal complaint shall in-
clude:
(1) The name and address of the com-
plainant;
(2) The name and address of the man-
ufacturer or provider against whom the
complaint is made;
(3) A full description of the tele-
communications equipment or CPE
and/or the telecommunications service
about which the complaint is made;