

Not for profit telco listens to deaf community & delivers an Australian first

Deaf Australia is pleased to announce a partnership with not for profit telco, Jeenee Mobile who has today launched its Deaf friendly mobile plan and accessible customer service initiative. Access to a text and data plan without included voice calls, coupled with flexible third party access to customer service, answers years of lobbying from Deaf and hard of hearing people. These developments represent two firsts for Australian telecommunications.

Previously, [Deaf Australia](#) and many members of the Deaf community have had to negotiate with telecommunications providers to get a tailored mobile plan that suits their needs. At times, the outcomes of these negotiations have been unsatisfactory with many Deaf consumers having to pay for mobile voice services that never get used.

[Jeenee Mobile](#), a disability social enterprise, operating on the Optus 4G network has plans for all Australians, but today has launched a text and data only package for Deaf and hard of hearing people who don't want or need to have voice services included in their mobile plan. A PIN system has also been launched to provide greater independent access for people who may rely on third party assistance to access customer service.

The plan from Jeenee Mobile offers unlimited text and MMS to any mobile phones on any carrier across Australia plus 100MB of data. There are also options to increase the monthly data limit.

"Deaf Australia congratulates Jeenee Mobile on both of these initiative's that are tailored to suit the needs of Deaf and hard of hearing people," said Kyle Miers, Chief Executive of Deaf Australia. "This is a great win for the Deaf community and for Deaf Australia."

The Australian Communications Consumer Action Network ([ACCAN](#)), is also glad to see text and data only plans on the market as well as the flexible customer support arrangements being launched by Jeenee Mobile.

"In the past, consumers who are Deaf or hard of hearing have had to pay for voice inclusions in their mobile phone plans that they don't use. Tailored plans that suit the needs of these consumers are welcome," said ACCAN Disability Policy Advisor, Wayne Hawkins.

Jeenee Mobile's General Manager, Jeremy Way, said: "Jeenee Mobile aims to provide a complete service that makes mobile as accessible and inclusive as possible for EVERY Australian. As a not-for-profit Telco, we pride ourselves on doing the things that the other Telco's either can't, don't or won't do. We're pleased to be able to offer a tailored solution that suits the needs of the Deaf community. We also welcome the opportunity for Jeenee Mobile to partner with Deaf Australia."

As part of the partnership with Jeenee Mobile, **Deaf Australia will receive a donation for any connection to Jeenee Mobile when 'DeafAus' is quoted in the application. Subscribers also receive free set up and postage of their SIM card.** By doing this, subscribers will be supporting Deaf Australia's activities at the same time as getting a great value mobile plan from a not for profit Telco doing good in the community.

[Auslan \(Australian Sign Language\) video link](#) about the new plan launched today.

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