

HOUSE No. 2995

The Commonwealth of Massachusetts

In the Year Two Thousand Nine

An Act relative to accessible electronic information technology for persons with disabilities..

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 That each division and agency of the Commonwealth of Massachusetts be directed to
2 activate all TTY Messaging – ideally for each active mailbox, but in the minimum assigning at
3 least one TTY enabled mailbox for each member’s office and administrative unit of government;

4 Any work group that employs or may employ individuals with visual impairments should
5 be required to download and install helper applications that allow individuals who are blind or
6 who have visual impairments to work job functions that require the perception of information
7 that is only visually discernable on a telephone;

8 Any agency of the Commonwealth of Massachusetts that employs Interactive Voice
9 Response self-service applications should be required to include prompts that allows individuals
10 who use TTY’s to communicate over the phone to access the self-service applications.