

**HOUSE . . . . . No. 4767**

---

**The Commonwealth of Massachusetts**

\_\_\_\_\_  
**In the Year Two Thousand Ten**  
\_\_\_\_\_

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           SECTION 1. Each secretariat, department, division or other agency of the  
2 commonwealth of Massachusetts shall activate all TTY Messaging. If possible, TTY Messaging  
3 should be activated for each active mailbox but, there shall be, at a minimum, at least one TTY  
4 enabled mailbox assigned for each office and administrative unit of government.

5           SECTION 2. Any work group that employs or may employ individuals with visual  
6 impairments shall install helper applications that allow individuals who are blind or who have  
7 visual impairments to perform job functions that require the perception of information that is  
8 only visually discernable on a telephone.

9           SECTION 3. Any agency of the commonwealth of Massachusetts that employs  
10 Interactive Voice Response self-service applications shall include prompts that allows  
11 individuals who use TTY's to communicate over the phone to access the self-service  
12 applications.