

GE
SMART
ASIA 2016
17-19 OCT, 2016



INNOVATIVE GOVERNANCE FOR SOCIAL CHANGE

19 October 2016

TELEKOM MALAYSIA'S INITIATIVES FOR PERSON WITH DISABILITIES IN MALAYSIA



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Project Director
Telekom Malaysia

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AGENDA

1. Introduction
2. World Trend – Initiatives Towards PwD
3. PwD in Malaysia
4. TM's Initiatives For PwD In Malaysia



Life Made Easier with TM

Hidup Lebih Mudah™



Life Made Easier™

Unifi
TM Unifi High Speed Broadband™

"We enjoy entertainment possibilities like never before with HyppTV!"

No. 1
ZON LAJU

Life shouldn't have no limits
Unifi Streamyx

In Malaysia Life Made Easier™

Our journey is built on a foundation of excellence

Life Made Easier™

webe

webe services is now live!

Great ideas know no boundaries

Life Made Easier™

TM



PASSION FOR THE NATION. AT ANY LOCATION

THIS IS LIFE MADE EASIER.

www.tn.com.my/interroganachampion

TM

Business Made Easier™



Business Made Easier with TM



Business Made Easier™



Smart Solutions For Empowering Your Business

Take your business to a higher level with an array of IT, business outsourcing and value added services.



The whole country can be my office

- Seamless Broadband Experience With Widest WiFi Coverage in Malaysia
- Unlimited Downloads
- All-in-one Business Solution

UniFi

Available speed of up to 50Mbps

Office in a Box™

Available speed of up to 8Mbps



FREE 1 month subscription when you register online. SIGN UP NOW!

* Terms & Conditions apply.

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Life Made Easier
Business Made Easier

To make life and business easier, for a better Malaysia

EASY

TRUSTED

INNOVATIVE

Convergence Champion/No.1 Converged Communications Service Provider

Business Made Easier™



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World Trend – Initiatives Towards PwD's

Interactive Apps for sending picture, text and video

USA – the American Red Cross



Switzerland – Swiss Air Rescue



USA – AtHoc Notifier Mobile Apps

- Source: (1) Swiss Air Rescue (<http://www.rega.ch/en/multimedia/mobile-app.aspx>)
(2) American Red Cross Mobile Apps (<http://www.redcross.org/prepare/mobile-apps>)
(3) AtHoc Notifier Mobile Application (<http://www.athoc.com/>)

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Government Responsibility for PwD...

Akta 685 : Akta Orang Kurang Upaya 2008



UNDANG-UNDANG MALAYSIA

Akta 685

AKTA ORANG KURANG UPAYA 2008

26

Undang-Undang Malaysia

AKTA 685

Akses kepada maklumat, komunikasi dan teknologi

30. (1) Orang kurang upaya hendaklah mempunyai hak untuk akses kepada maklumat, komunikasi dan teknologi atas asas kesetaraan dengan orang upaya.

(2) Kerajaan dan penyedia maklumat, komunikasi dan teknologi hendaklah, bagi membolehkan orang kurang upaya mempunyai akses sedemikian, menyediakan maklumat, komunikasi dan teknologi dalam format dan teknologi boleh akses bersesuaian dengan pelbagai jenis ketidakupayaan mengikut cara yang tepat pada masanya dan tanpa kos tambahan.

(3) Kerajaan dan sektor swasta hendaklah menerima dan memudahkan penggunaan Bahasa Isyarat Malaysia, Braille, komunikasi augmentatif dan alternatif, dan semua cara, kaedah dan format komunikasi boleh akses pilihan orang kurang upaya dalam urusan rasmi.



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Responsibility for all to assist PwD in emergency...



LAWS OF MALAYSIA

ACT 588

COMMUNICATIONS AND MULTIMEDIA ACT 1998
Incorporating latest amendment - Act A1220/2004

Date of Royal Assent:
Date of publication in the Gazette:
Date of coming into operation:

73 September 1998

Communications and Multimedia Act – 1998

- Required Applications Service

Chapter 2 - Required Applications Services

192. Required applications services.

(1) For the purposes of this Part, the Minister may determine a list of required applications services.

(2) The list referred to in subsection (1) may include, but is not limited to —

(a) emergency services (including access to controlled network facilities and network services for the purposes of providing emergency services);

(b) directory assistance services (including access to controlled network facilities, network services and relevant databases);

(c) operator assistance services; and

(d) services for disabled consumers.

Reprinted :

ARRANGEMENT OF SECTIONS

Long Title & Preamble

PART I - PRELIMINARY

Section 1. Short title.
Section 2. Commencement.
Section 3. Objects.
Section 4. Territorial and extra-territorial application.
Section 5. Power of the Minister to exclude certain persons.
Section 6. Interpretation.

PART II - MINISTERIAL POWERS AND PROCEDURES

Chapter 1 - Ministerial Direction

Section 7. Direction by the Minister.

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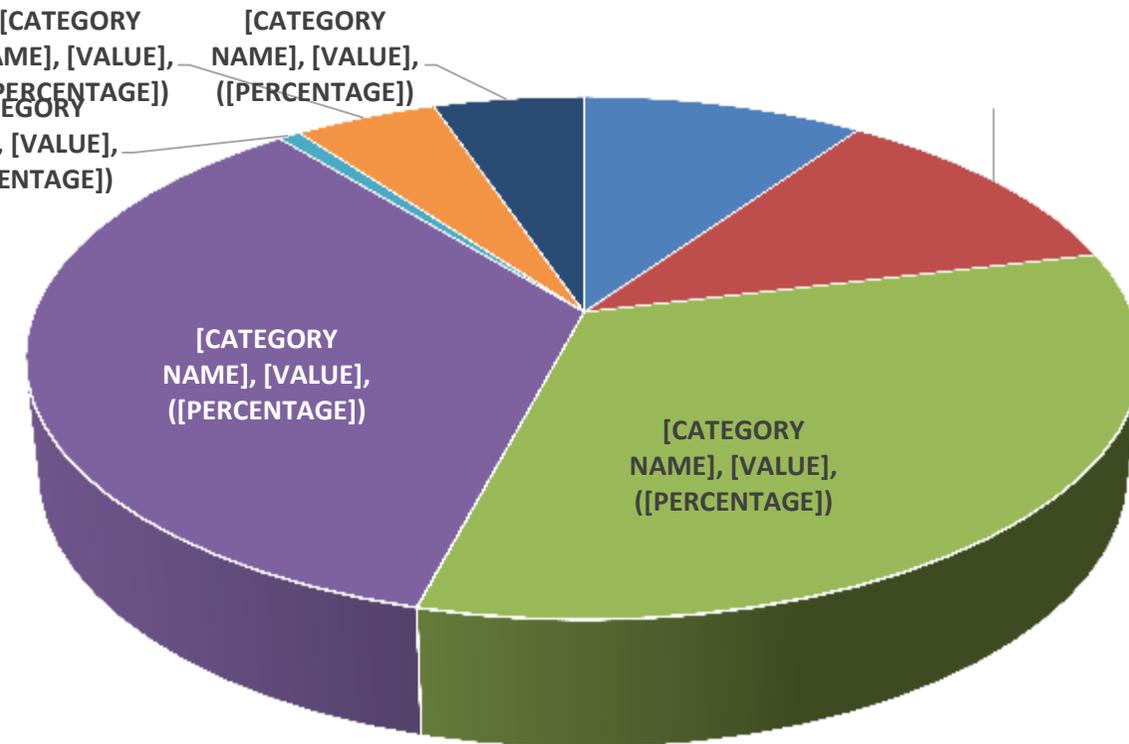


We are working to reach more PwD's in Malaysia...



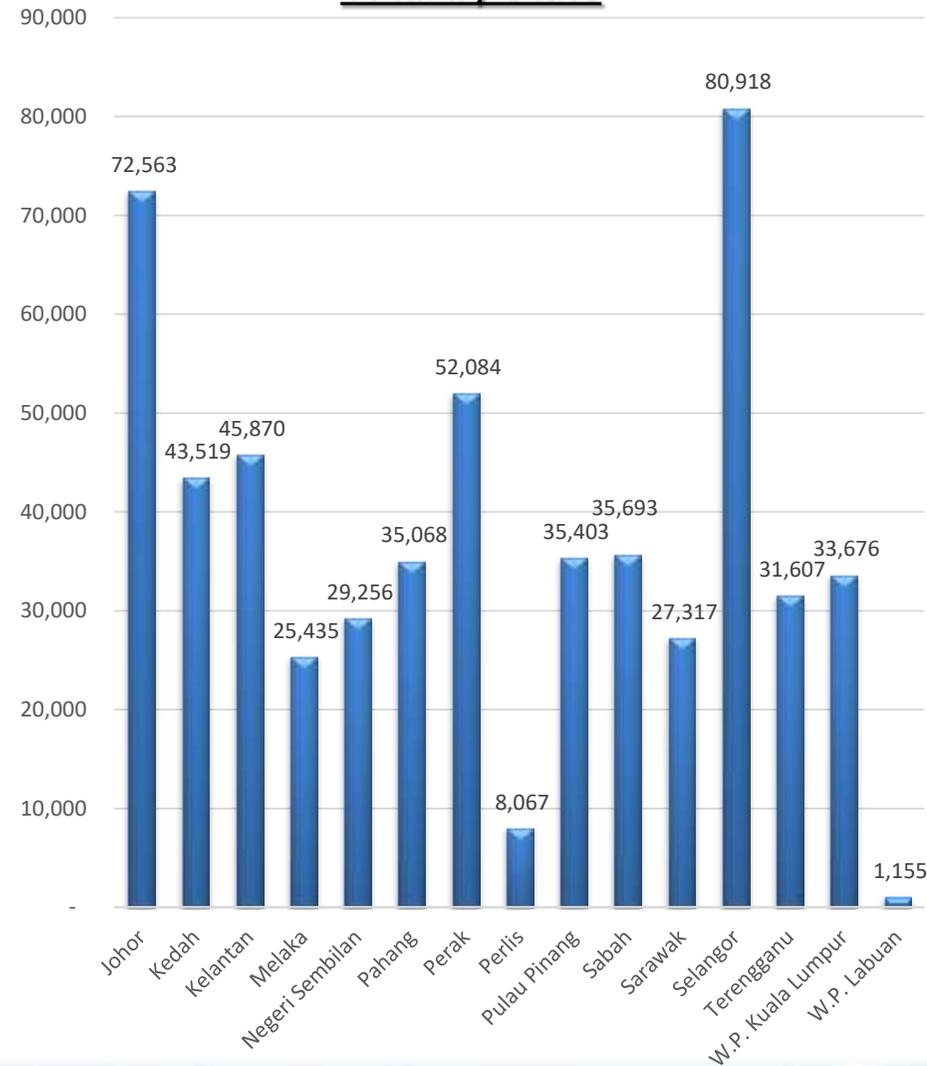
2015 STATISTICS
TOTAL: 557,631

Type of Disabilities

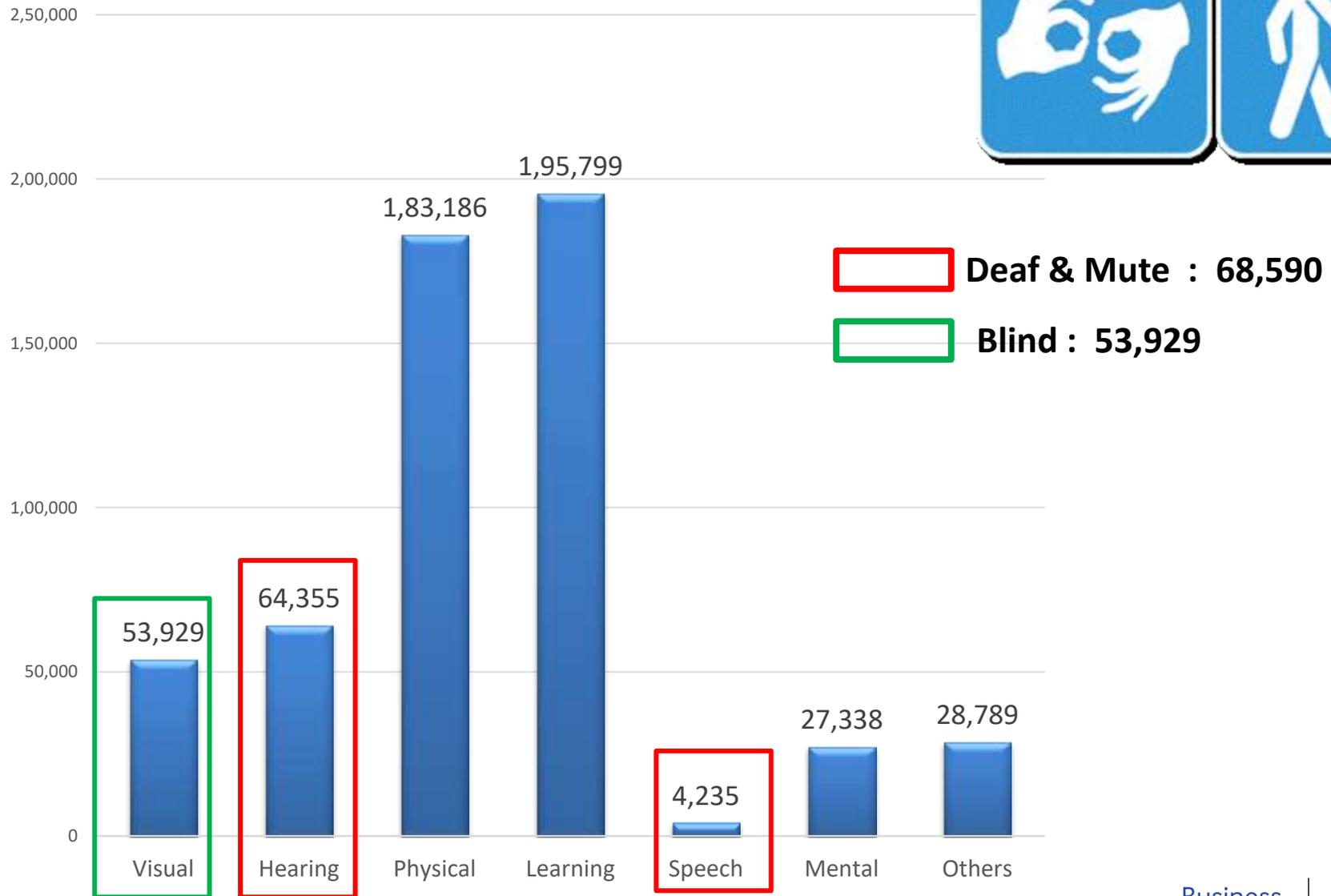


Source: Jabatan Kebajikan Masyarakat – September 2015

Total by State



This is our focus group....



Source: Jabatan Kebajikan Masyarakat – September 2015

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...TM's initiatives towards PwD's communities





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...TM's initiatives towards PwD's communities

1

SaveME 999 DEAF – FOR HEARING-
IMPAIRED COMMUNITIES



2

SaveME 999 BLIND – FOR SIGHT-IMPAIRED
COMMUNITIES



3

VIDEO RELAY SERVICE (VRS) APPLICATION
FOR THE DEAF

4

SMART APPLICATION FOR THE BLIND

...TM's initiatives towards PwD's communities

1 SaveME 999 DEAF



- Launched on 9th September 2013.
- Accessible to all emergency agencies (Police, Fire Department, Hospital / Ambulance, Civil Defence and Maritime Enforcement).
- Display the nearest emergency agencies for assistance.

2 SaveME 999 BLIND



- Will be launched soon.
- Using Voice Over Screen features.
- Accessible to all emergency agencies (Police, Fire Department, Hospital / Ambulance, Civil Defence and Maritime Enforcement).
- Screen colors can be configured to adapt the user's visual setting.
- Voice recording features
- "Where am I" features

...feedback on SaveME 999 apps...



Mawar Berduri December 3, 2014

★★★★★

Terbaik... Antra kmdhn d sdiakn utk golongn oku pndgrn dan pertuturn.. golongn ini mjorti mglmi mslh utk bkomunikasi mnggunkn suara. Jd,app ni mrupkn alternatif kpd golongn istmwa utk mndptkn bantuan semasa dlm kesulitn. Hny oku pndgrn n ptuturn yg sbnr2 memahami mslh yg d hadapi



Nasir Pain September 22, 2014

★★★★★

Terima kasih kpd pihak yg berkenaan kerana menyediakan perkhidmatan ini,saya amat berpuas hati.



husin wahid September 19, 2014

★★★★★

Save me999 Terbaik



Yusman Ahmad September 16, 2014

★★★★★

SaveMe999 Very good



Customer Reviews

SE ★★★★★

by Fiqk

Good app..save our time..nice app

Thinking out of the box . Well done! ★★★★★

by nesarajah

Glad they made this app. Our 999 service currently being run by TM is excellent! This wi make Malaysia a safer place.

Compact ★★★★★

by AshSands

You got all the emergency information you need. Great app!

Customer Ratings

Current Version:

★★★★★ 5 Ratings

All Versions:

★★★★★ 5 Ratings

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3 Video Relay Service is ...



Form of Communication

- Communicate with each other in sign language.



Interpreter

- The interpreter relays the conversation back and forth between the parties -- in sign language with the VRS user, and by voice with the called party.



Conversations With Video Access

- Easy and effective.

Video Relay Service (VRS) ...

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How to communicate using VRS...

1 Video relay user



Video relay user contact the interpreter.



Using smart phone, tablet or computer

2 VRS Call Center (Interpreters)



3 Phone User

Phone user responds



Interpreter speaks to the phone user

4 Interpreter signs the response

Sign language

Voice communication

In helping the PwD's, here are the benefits of VRS...



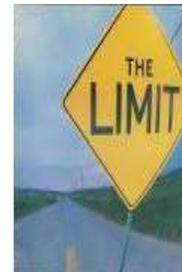
Communicate effectively instead of having to type what they want to say...



able to fully express themselves through facial expressions and body language



telephone conversation between two normal person...



service without any help from anyone and easy to access to the call center interpreter.

Easy access, anywhere, anytime...



1



Tablet



Smart phone



Laptop / computer

Using smart phone, tablet or computer.

2



Available in Android and iOS for free..
Web version for computer user.

3



Available for data plan user or wifi internet connection

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Communication using VRS...



PWD to Service Provider



PWD activate VRS



Interpreter will interpret the sign language and relay it to Service Provider via voice communication



Service Provider

Professionals i.e. Doctor, Lawyer, Lecturer and etc



VRS also available in smartApps...



Click Here

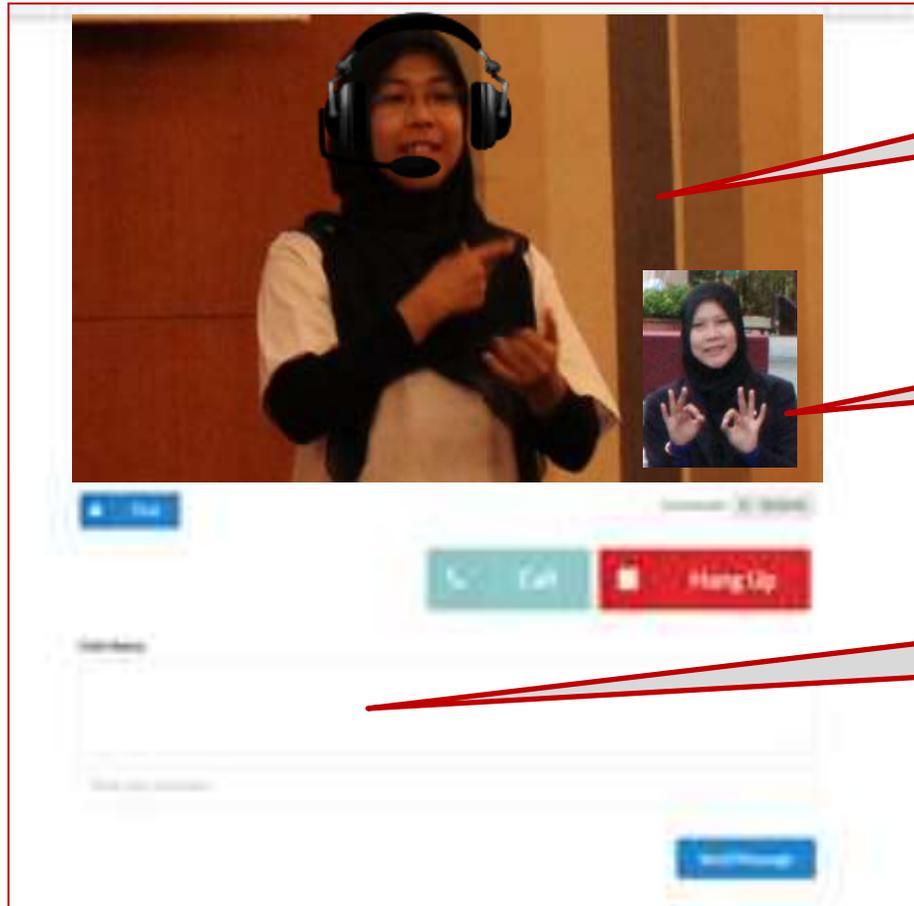


Display Pre-Defined Contact List



The caller will be automatically call to VRS Contact Centre

View from caller tablet / smartphone



Interpreter

Caller

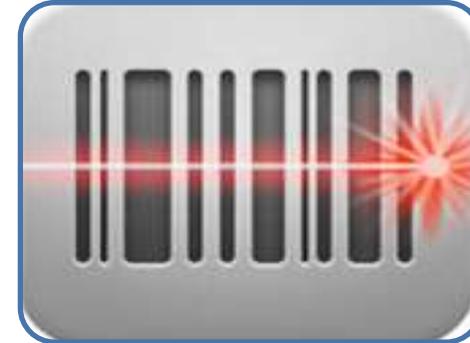
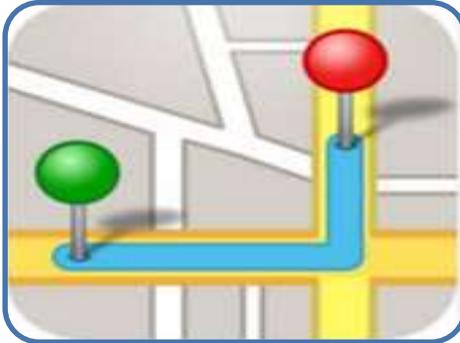
Chat as backup
communication

The screenshot displays the VRS Call Center interface. At the top, it says "VRS Call Center" and "Welcome Admin". On the left, there is a list of calls from "JKM Kuala Lumpur" with the number "04-72255442" and a "Call" button. Below this is a "Call History" section with tabs for "Active Call", "Recent Call", and "Call History". The "Active Call" tab shows the same call details and buttons for "Hold" and "Stop". In the center, a large video window shows a woman in a black hijab (the caller) making hand gestures. A smaller video window shows a woman in a black hijab wearing a headset (the interpreter). On the right, there is a "Call Category" dropdown set to "JKM", a map of Malaysia with a red pin on Kuala Lumpur, and a "Call Control" section with a "Hang Up" button, a text input field for "Enter Phone No here e.g 601000000000", and a "Disconnected" status with a timer.

Caller

Interpreter

4 SMART APPLICATION FOR THE BLIND



Navigation

Explore Location

Explore new areas and navigate to selected destination

Search Destination

Provide a navigation service through voice

Text to Speech

Extracts text from images and then it will be read by Voice Over smartphone

Read Barcode

Enable to scan bar codes to provides instant identification of products

...TM's initiatives towards PwD's communities

1

SaveME 999 DEAF – FOR HEARING-IMPAIRED COMMUNITIES



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SaveME 999 BLIND – FOR SIGHT-IMPAIRED COMMUNITIES



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SMART APPLICATION FOR THE BLIND

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All applications and initiatives towards PwD's are using the Geospatial Data extensively and inherent in every aspect of the service...



Way Forward

1. Recommendations for future Apps not just in Malaysia, but can be used in ASEAN countries.

- Common platform



2. Data Sharing for analysis

- Confidentiality issues
- Security issues





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Thank you



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