



ACCESSIBILITY AT AOL

America Online has recently made some exciting progress in our mission to provide our members with the most accessible Internet experience possible. From launching a pioneering initiative that brought online captions to the web, to unveiling an accessible, low-cost Internet service, to telephone-based e-mail, AOL continues to strive to deliver solutions and innovations that help bring the power of the Internet to all.

AOL's vision for accessibility is driven by the company's Accessibility Policy, a cross-company directive rooted in the belief that the Internet and AOL should be friendly and easy-to-use for all customers.

One lynchpin of our achievements has been our work with the AOL Accessibility Advisory Committee, a cross-disability group of renowned advocacy leaders and technology experts who provide advice and strategic counsel on a range of accessibility issues. Members include representatives from The National Association of the Deaf, Gallaudet University, Telecommunications for the Deaf Inc., the WGBH National Center for Accessible Media, National Federation of the Blind, AARP, American Association of People With Disabilities and other renowned cross-disability organizations.

Some recent accessibility highlights at AOL include:

Netscape Internet Service: Just the Net you need, the new affordably priced Netscape Internet service, which was designed with accessibility considerations in mind, offers people with disabilities a reliable and low-cost alternative to get online. At just \$9.95 a month, the service offers unlimited dial-up connection, web-based e-mail and support for use of standard POP3 e-mail software, and a robust search product.

AOL Online Captions: In late 2003, AOL became the first commercial Internet service provider to offer online captions for select news and entertainment video content and AOL member education tutorials. Visit AOL Keyword: Accessibility for information about where to find streaming content with closed captions on AOL.

AOL Communicator: Set to launch in 2004, AOL Communicator is a suite of stand-alone applications featuring e-mail software, an easy-to-use Instant Message tool, and a player for accessing [Radio@AOL](#) - the top-rated radio site on the web offering 175 stations of streaming music, news, sports and talk programming, and other applications. Best of all, AOL Communicator offers accessibility-friendly features including: ability to

access multiple AOL and other e-mail accounts, robust keyboard support, comprehensive support of Windows operating system accessibility features, compatibility with leading screen reader and magnification programs including JAWS and ZoomText.

AOLByPhone: AOLByPhone, an audio-based service, offers convenient access to e-mail that is as close as the nearest telephone. Members simply dial a toll-free number to retrieve their e-mails via the phone. They can also send and reply to e-mail messages via voice, access free 411 directory assistance or get information that's relevant to their daily lives, such as news headlines, financial, sports and weather information.

AOL Keyboard Overlays: Custom keyboard overlays, designed for the IntelliKeys keyboard through a partnership with Intellitools, provide alternative, more accessible keyboard solutions for AOL members with physical or cognitive disabilities. The overlays incorporate words, phrases, graphics, and icons in a clear and easy-to-navigate format, making interaction with AOL's E-mail and Instant Message features more efficient and fun.

AOL Keyword: Accessibility: AOL Keyword: Accessibility provides a central location where members can find tips and hints about the accessibility features of AOL products and services as well as general information about AOL's accessibility efforts.

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