

Measures to ensure the equivalent access for disabled end-users

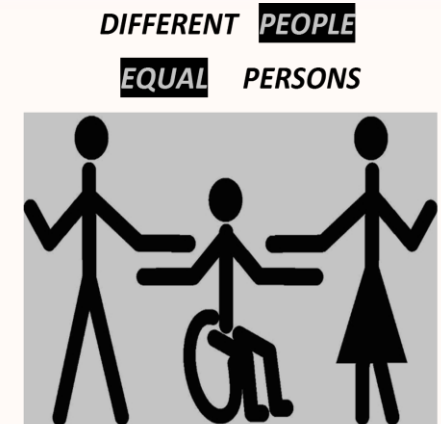
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Brussels, March 4th, 2015

Ensuring the equivalent access for disabled end-users

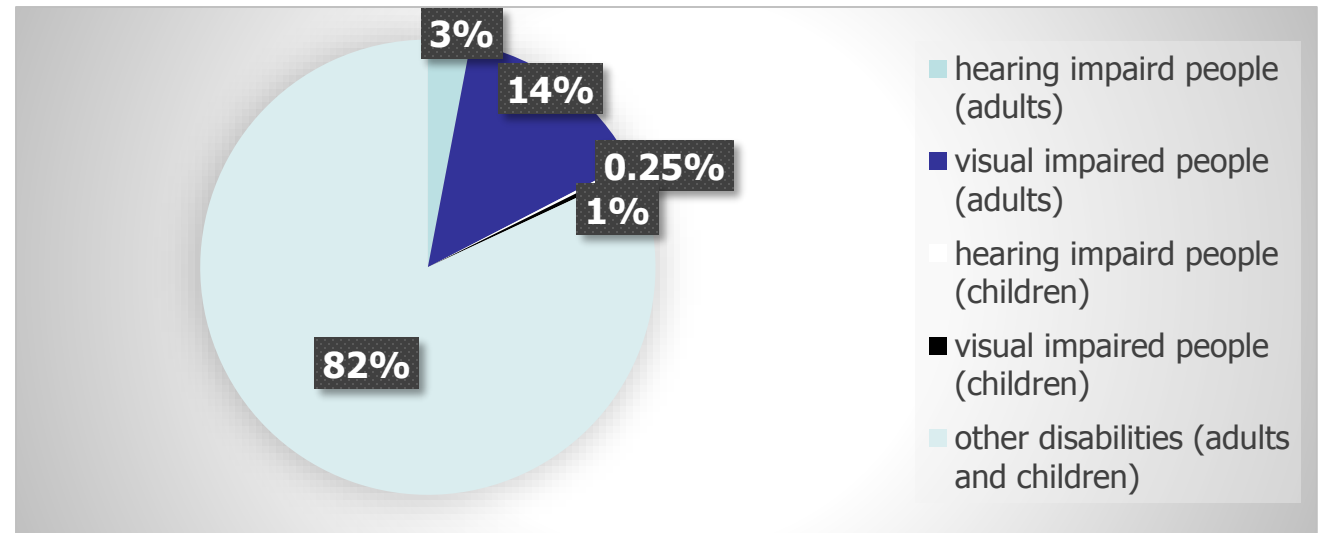


- Evaluating the real needs of people with disabilities regarding the usage of electronic communication services:
 - Questionnaires addressed to the electronic communication services providers and organisations representing the disabled people;
 - Meetings with the organisations representing the disabled people.
- **Conclusion**: the needs of the disabled persons would **not** be ensured through the universal service mechanisms.
- Drafting the decision: a set of specific measures in order to ensure access of disabled users at electronic communication services equivalent to those enjoyed by the majority of end-users.
- February 23rd, 2015 - ANCOM's approval of the decision.

Initiatives for disabled users

- **Legal provisions as the basis of the project:** art. 60 para. 8 (1) and art. 63 of the Government Emergency Ordinance No. 111/2011 on electronic Communications
- **Targeted population of the project:**
 - Visual, hearing and/or speech impaired people would benefit from specific tariffs packages
 - All disabled users could benefit from the general facilities.
- **Statistical data at September 30th, 2014:**

- **727.187** disabled users of which:
 - 23.703 persons with hearing and/or speech deficiencies;
 - 107.821 persons with visual deficiencies.





Initiatives for disabled users (cont'd)

- General facilities for all disabled end-users:
 - the right to test the terminal equipment before buying OR to return it after buying,
 - access to information regarding the contractual conditions and products via a dedicated section on the web page of the operators,
 - the right of end-users to complaint to the operator by itself or by a designated third party,
 - priority fault repair services.
- General facility for speech and/or hearing impaired users:
 - access at customer relation services in tailored manners, including via SMS.
- General facilities for visual disabled end-users:
 - the possibility to interrogate the cost control service by means of an audio message,
 - provision, upon request and free of charge, of contracts, bills and promotional materials sent via email in a format compatible with most of the document's readers.

Initiatives for disabled users (cont'd)

- **FIXED** electronic communication services: specific tariff packages including optimised monthly units of consumption divided on the different categories of deficiencies:

For end-users with speech and/or hearing disabilities:

- Unlimited data traffic for 7 euro (including VAT)

For end-users with visual disabilities:

- 350 minutes on-net and off-net for 3 euro (including VAT) and, upon request,
- Unlimited data traffic for 7 euro (including VAT)

- **MOBILE** electronic communication services: specific tariff packages including optimised monthly units of consumption divided on the different categories of deficiencies:

For end-users with speech and/or hearing disabilities:

- Unlimited on-net SMS and at least 150 SMS off-net for 4 euro (including VAT) and, upon request,
- 300 MB data traffic for 2 euro (including VAT)

For end-users with visual disabilities:

- 300 minutes on-net and off-net for 2 euro (including VAT) and, upon request,
- 300 MB data traffic for 2 euro (including VAT)

!!! All the tariffs are RECOMMENDED by ANCOM.



Thank you for your attention

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