

BEREC ACCESSIBILITY WORKSHOP

4 March 2015

Atrium, 14B Rue de la Science, Brussels, Belgium

Registration		9.00-9.30
<u>Opening of the workshop</u>	<p><i>Welcome and Introductory Remarks</i></p> <p>Prof. Fátima Barros, BEREC Chair 2015</p>	9.30-9.45
<u>Session A</u>	<p><i>Accessibility and usability: what are the challenges faced by disabled users accessing electronic communications services?</i></p> <p><i>Speakers:</i></p> <p>Rodolfo Cattani, Secretary General and Chair of EDF ICT expert group, European Disability Forum</p> <p>David Hay, Communications and Media Officer, European Union of the Deaf</p> <p>Andreas Cederbom, Head of Accessibility, Funka Nu</p> <p><i>Facilitator:</i></p> <p>Panos Karaminas, Head of Programme Management Unit, BEREC Office</p> <p>Electronic communications services must be equally accessible to everybody, as they are one of the key domains when it comes to social and economic development. In this respect, it is important to understand the challenges faced by disabled users when accessing this market and how they compare with the ones faced by the majority of users.</p> <p>Authorities, providers and manufacturers must then take actions to support digital inclusion and create widely accessible communications services.</p> <p>The consultation with all interested parties, including end-users with disabilities and organisations/institutions representing their interests, is of critical importance for the process of decision making.</p> <p>This session will consider:</p> <ol style="list-style-type: none"> 1. <i>The current level of accessibility and choice regarding telecoms services and terminals</i> 2. <i>The main characteristics of disabled users and their needs with regard to telecoms services and equipment: numbers, basic and special needs, best ways to provide information etc. (Examples of best practices and the most frequently used devices)</i> 	9.45-10.30
	Debate	10.30-10.45
Coffee Break		10.45-11.00

Session B	<p><i>What have regulators done to improve accessibility for disabled citizens? What is the impact of national measures to date?</i></p> <p><u>European Commission/NRAs:</u></p> <p>Andrea Bodova, Policy Officer, European Commission</p> <p>Katie Hanson, Senior Consumer Affairs Manager, OFCOM</p> <p>Corina Voicu, Tariff Regulation and Universal Service expert, ANCOM</p> <p>Barbara Delaney, Director of Retail & Consumer Services, ComReg</p> <p><u>Facilitator:</u></p> <p>James Thomson, Principal Analyst, Cullen International</p> <p>Article 23a of the Universal Service Directive aims to ensure that end-users with disabilities, estimated at 16% of the European population, may fully participate in and benefit from technological advances and developments in electronic communications that are available to other end-users. The challenges faced by disabled citizens in access to education, jobs, health and cultural goods are immense.</p> <p>The provisions of the aforementioned Article 23a (1) allow Member States to enable NRAs to specify requirements to be met by undertakings providing electronic communications services to ensure that disabled end-users have equivalent access to and choice of undertakings and services that are available to the majority of end-users. These provisions are additional and complementary to measures for disabled end-users under the universal service obligations provided under article 7 of the Universal Service Directive.</p> <p>Also, under Article 26 (4) of the Universal Service Directive, "Member States should take specific measures to ensure that emergency services, including "112", are equally accessible to disabled end-users, in particular deaf, hearing-impaired, speech-impaired and deaf-blind users. This could involve the provision of special terminal devices for hearing-impaired users, text relay services, or other specific equipment."</p> <p>The objectives of this session are:</p> <ol style="list-style-type: none"> 1. <i>Present information from NRAs regarding the current measures in place in Member States;</i> 2. <i>Identifying and implementing measures to address issues identified with respect to ensuring equivalent access and choice;</i> 3. <i>Ensuring that obligations placed on service providers are proportionate to the objectives and</i> 4. <i>Evaluating the socioeconomic impact of the national measures related to e-accessibility.</i> 	11.00-12.15
Debate		12.15-12.30
Lunch Break		12.30-13.30
Session C	<p><i>Accessibility from the industry perspective</i></p> <p><u>Providers:</u></p> <p>Paul Cording, Consumer Policy & Content Standards, Vodafone Group</p> <p>Henk Mannekens, Manager, European Affairs, BT</p> <p>Antonio Amendola, Executive Director, International External Affairs, AT&T</p> <p><u>Facilitator:</u></p> <p>Magnus Franklin, Chief Correspondent, MLex</p>	13.30-14.30

	<p>Text relay services, accessible billing, information about accessible services and functions and special measures for access to emergency services are the most common services available and provided. The level of availability of these services is related to legal obligations imposed on providers, but also to the outcome of the cooperation in some Member States between service providers and NGOs.</p> <p>On the other hand, special facilities for switching, accessible user guides and special measures for repair services seem to be less available, although available in a number of Member States. In general, mobile and fixed telephony appear to be the most common platforms where measures for end-users with disabilities are made available.</p> <p>Additionally, the development of software and applications seems to be of increasing importance in order to make electronic communications and digital content increasingly accessible to end-users with special needs.</p> <p>In this context, the purpose of this session is to identify:</p> <ol style="list-style-type: none"> 1. <i>Main findings from the experience of implementing the above mentioned services,</i> 2. <i>The importance of cooperation with NGOs and local authorities in assessing the actual needs of people with disabilities</i> 3. <i>Current trends and the impact of the evolution of technology on the accessibility of telecoms services for disabled users. Best ways to launch and or adjust offers to meet the needs of this specific segment of clients (users with disabilities)</i> 	
	Debate	14.30-14.45
Coffee Break		14.45-15.00
<u>Session D</u>	<p><i>Designing for all: a manufacturers and service providers' challenge</i></p> <p><u>Providers:</u></p> <p>Thomas Barmüller, Director Europe, Middle East and Africa, MMF</p> <p>Guido Gybels FRSA, Independent ICT Expert</p> <p>Damir Filipovic, Director, European Public Affairs, Samsung/DIGITALEUROPE</p> <p><u>Facilitator:</u></p> <p>Carlos Costa, Co-chair of the End-user Expert Working Group, ANACOM</p>	15.00-15.40
	<p>As new technologies emerge and methods of electronic communications become more varied and widely used by all consumers, the availability of, and access to, electronic communications services plays an important role in promoting social inclusion.</p> <p>Handsets with large keys for fixed telephony, quick dial and speed dial keys for mobile telephony, volume adjustment for mobile telephony and vibrate function for mobile telephony appear to be the most common features available within Member States.</p> <p>Whereas mobile devices seem to include a high degree of accessibility, usually as standard features, fixed handsets may be lagging behind in terms of accessibility. One of the most useful features relates to voice output menus or navigation which is adopted on most mobile terminals.</p> <p>In today's world, access to the fixed and mobile internet is vital in order to ensure social inclusion. One of the key roles to support this goal lies with the manufacturers whose challenge it is to find the best solutions to ease access.</p> <p>Furthermore, regarding the access of disabled users to emergency services, it may be necessary to implement alternative modes of communication, either by real-time text conversation, sign language, voice or with any simultaneous combination of these.</p>	

	<p>This session aims to provide information regarding:</p> <ol style="list-style-type: none"> 1. <i>Presentation of current policies and mechanisms for the inclusion of features that improve accessibility in mainstream terminals, including facilitating the access at emergency services;</i> 2. <i>Considerations regarding the market of specialized or adaptive terminals,; supply and demand;</i> 3. <i>Cooperation with NGOs and local authorities in assessing the actual needs of people with disabilities.</i> 	
	Debate	15.40-16.00