BEREC ACCESSIBILITY WORKSHOP

15 October 2013

Hotel Bloom, Rue Royale 250, Brussels

Registration		9.00-9.30
Opening of the workshop	*Welcome and Introductory Remarks* **Speaker 1**, Position, ***tbc***	9.30-9.45

Session A	***What can regulators do to improve accessibility for disabled citizens?***
	
	NRAs:
	
	    Maria Corte-Real, Expert, ANACOM
	
	    Barbara Delaney, Expert, Comreg
	
	    Katie Hanson, Expert, Ofcom
	
	    Tomas Soria Esteban, Policy Officer, Directorate General for Communications Networks, Content & Technology, European Commission
	
	    Sara Andersson, Head of Consumer & Marketing division, PTS
	
	Facilitator:
	
	    James Thomson, Principal Analyst, Cullen International
		9.45-11.00

	Approximately 16% of the EU population, aged between 16 and 64 years old, may be considered disabled. Considering the ageing trend of the EU population and that disability is more present in the upper stage of the age pyramid, it is expected that the percentage of EU citizens suffering from some kind of disability further increases. Furthermore, the challenges faced by disabled citizens in the access, namely, to education, jobs, health and cultural goods, are immense. Article 23a(1) of the Citizens' Right Directive requires that Member States enable the relevant national authorities to specify requirements in order that service providers ensure that disabled end-users have access to ECS which is equivalent to that enjoyed by the majority of end-users and to ensure that disabled end-users can benefit from the choice of undertakings and services as the majority of the end-users. The objectives of this session are: 1. *Present information from NRAs regarding the current measures in place in Member States;* 2. *Assessing whether or not access and choice for end-users with disabilities is equivalent;* 3. *Identifying and implementing measures to address issues identified with respect to ensuring equivalent access and choice; and* 4. *Ensuring that obligations placed on service providers are proportionate to the objectives.*	
	Debate	11.00-11.15
Coffee Break		11.15-11.30
Session B	***What are the role and the drivers of service providers in promoting accessibility for disabled end-users?***	11.30-12.30

	Providers:	
	Speaker*, Position, **tbc***	
	Eirini Zafeiratou, Head of EU Affairs, Vodafone	
	Teresa Salema, Head of Corporate Sustainability, PTC	
	Facilitator:	
	Magnus Franklin, Chief Correspondent**,** MLEX	
	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 Universal Service Providers, but also to the outcome of the cooperation in some Member States between service providers and NGOs 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. The purpose of this session is to identify: 1. *Main findings from the experience of implementing the above mentioned services,* 2. *The importance of cooperation with NGOs and local authorities in assessing the actual needs of people with disabilities* 3. *The impact of the evolution of technology on the accessibility of telecom services for disabled users. Current trends.* 4. *Best ways to adjust public commercial offers to meet the needs of this specific segment of clients (users with disabilities)*	
	Debate	12.30-12.45
Lunch Break		12.45-13.45
Session C	***What initiatives have been taken by manufacturers to further accessibility?*** *Providers:* **Sabine Lobnig,** Communications & Regulatory Officer, MMF **Petteri Alinikula,** Accessibility Director**,** NOKIA **Damir Filipovic**, Chair of Technical & Regulatory Policy Group, DIGITALEUROPE *Facilitator:* **Sara Andersson**, Head of Consumer & Marketing division, PTS	13.45-14.25
	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 responding Member States. In contrast, voice output menus or navigation for fixed telephony, hands free for internet telephony, voice output or read out messages for internet telephony and vibrate function for internet telephony appear to be less widely available. This session aims to provide information regarding: 1. *Presentation of current policies and mechanisms for the inclusion of features that improve accessibility in mainstream terminals* 2. *Considerations regarding the market of specialized terminals; supply and demand* 3. *Cooperation with NGOs and local authorities in assessing the actual needs of people with disabilities*	

	Debate	14.25-14.45

Session D	***What is the accessibility challenge from an end-users' perspective?***
	
	Speakers:
	
	      Carlotta Besozzi, Director, European Disability Forum
	
	      Prof. Luís Carriço, Associate Professor, University of Lisbon
	
	      Speaker, DG SANCO *tbc*
	
	Facilitator:
	
	      ...., tbc..........................
		14.45-15.45

	The consultation with all interested parties, including end-users with disabilities, is of critical importance for the process of decision making. In this sessions will be presented:
	
	    1. *Considerations on the current level of accessibility and choice regarding telecom services*
	
	    2. *Presentation of the main characteristics of this category of potential and current clients of telecom services: number, basic special needs, best ways for information etc. (Examples of best practices)*	

	Debate	15.45-16.00