



# **Electronic Communication Services: the expectations of persons with disabilities**

**BEREC Workshop on End-Users Rights  
April 2024**



# About the European Disability Forum (EDF)

- Advocacy umbrella organization
- Organization **of** persons with disabilities, **run by** persons with disabilities
- Full implementation of the **UN Convention on the Rights of Persons with disabilities** (UN CRPD)
- Closely work with the European Union, the Council of Europe, the United Nations and other stakeholders



# Accessibility and Equal Access

- Technology can empower persons with disabilities, but it can also exclude them.
- Electronic Communication Services need to be Available, Accessible, Affordable. Supplementary measures ensure equal access.
- The Electronic Communications Code (EECC), the Accessibility Act (EAA) and European standards play a key role.
- We have now legal certainty, but we need to be ambitious!



# End users with disabilities' expectations (I)

- Affordability requirements extended to non-fixed locations
- Real-time text and total conversation as default and interoperable means of communication (like voice or SMS).
- Equivalent (and affordable) access through relay services available 24/7
- Emergency communications (112, national numbers and public warning systems)



## End users with disabilities' expectations (II)

- Clearly advertise information to support consumers with disabilities (e.g. accessible contact point)
- Provide alternative formats to access information (sign language, large print, easy to read or braille).
- Multimodality in ways to contact service provider or enforcement authority.
- Training and awareness on accessibility and disability
- Strong and accessible enforcement mechanisms



# Conclusions

- EECC and EAA set a good legal framework as for access to ECS.
- MS and ECS providers can go beyond the minimum requirements
- Work to meet deadlines!
- Move towards communication services that allow interoperable TC and RTT (both as mainstream and emergency)
- Importance that all stakeholders are present in standardisation processes (EN 301 549)
- Freedom of movement (roaming)
- Engagement with disability organisations (both service providers and regulators)



# Thank you!

Special thanks to all of you

[daniel.casas@edf-feph.org](mailto:daniel.casas@edf-feph.org)