

Measures to ensure the equivalent access for disabled end-users

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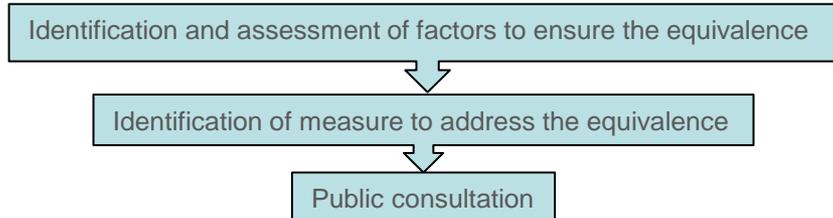
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BEREC initiatives for ensuring the equivalent access for disabled end-users

2011

Electronic communication services: Report on equivalence of access and choice for disabled end-users

Proposed approach:



2013

BEREC Accessibility workshop

Topic: the accessibility challenges from an end-users' perspective, the role of regulators and service providers in promoting accessibility and initiatives taken by manufacturers for improving accessibility

2015

Update of the report on equivalent access and choice for disabled users

Topic: review of the approaches taken to promote equivalent access and choice for disabled end-users of communications services

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BEREC Accessibility workshop

Conclusions: recommendations and suggestions to improve policies and business practices and help promote equivalent access and choice for end-users with disabilities (such as better monitoring, accessible information and better regulation.)

2016

BEREC Accessibility workshop

Focus: in particular on broadcasting, other audio-visual services and the provision of online content

2017

Specific chapter on disabled users in **BEREC update survey on the implementation and application of the universal service provisions – a synthesis of the results**

Ensuring the equivalent access for disabled end-users (ANCOM experience)

DIFFERENT PEOPLE
EQUAL PERSONS

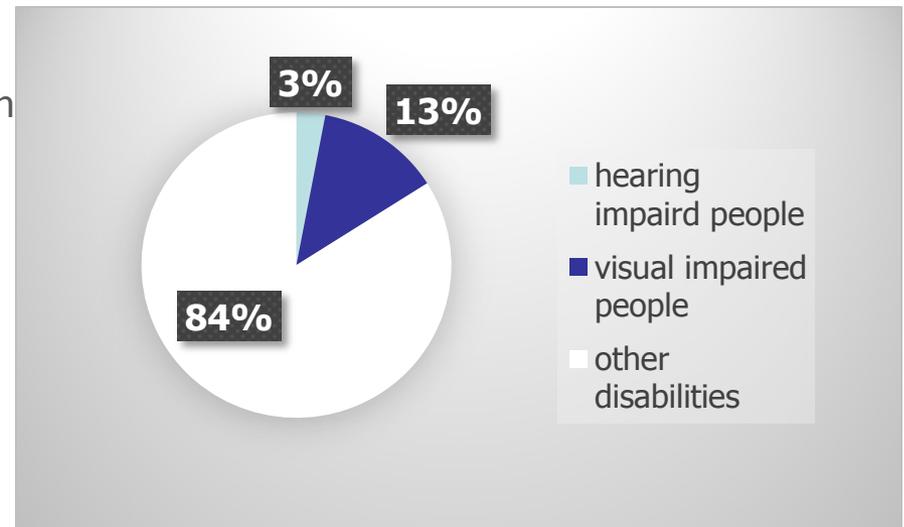


- Evaluating the real needs of people with disabilities regarding the use of electronic communication services:
 - Questionnaires addressed to the electronic communication services providers and organisations representing the disabled people;
 - Meetings with the organisations representing the disabled people.
- **Conclusion:** the needs of the disabled persons could **not** be ensured through the universal service mechanisms.
- ANCOM Decision no. 160/2015: 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.

ANCOM Initiatives for disabled users

- **Legal provisions:** 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 ↔ specific tariffs packages;
 - General facilities for all disabled users.
- **Statistical data at June 30th, 2017:**

- **788.092** disabled persons of which
 - 23.406 persons with hearing and/or speech deficiencies;
 - 98.311 persons with visual deficiencies.



A background image showing two hands shaking, symbolizing agreement or support. The hands are positioned in the upper half of the slide, with the fingers interlaced. The image is semi-transparent, allowing the text to be visible over it.

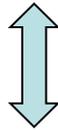
ANCOM initiatives for disabled users (cont'd)

- 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.

ANCOM initiatives for disabled users (cont'd)

Specific tariff packages including optimised monthly units of consumption
divided on the different categories of deficiencies:

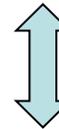
For end-users with speech and/or hearing disabilities:



➤ **FIXED** electronic communication services:

- 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:

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

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

➤ The tariffs are RECOMMENDED by ANCOM → the packages are generally PROVIDED at these tariffs.

Measures in place *versus* the needs of disabled users

- **2017:** new studies on the disabled users satisfaction regarding the facilities imposed by ANCOM

- **Conclusions:**

- High interest for general facilities;

- FIXED** electronic communication services:*

- Visual impaired users: would accept higher tariffs for more benefits in the fixed telephony packages.
 - Hearing/speech impaired users: no need for fixed internet component.

- MOBILE** electronic communication services:*

- Visual impaired users: more internet traffic and national minutes for higher tariffs.
 - Hearing/speech impaired users: low interest for video relay services and reevaluation of packages (more units for higher tariffs OR fewer units for lower tariffs).

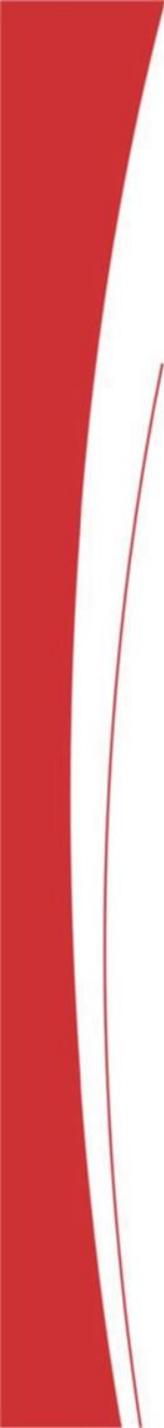
What's next?

❖ ANCOM plans:

- **Short term plans (2018):** - to reassess these packages to better address the needs of users according to the results of studies carried out by ANCOM.
- **Permanent focus on:** - maintaining the good cooperation with associations representing the interests of disabled users.
 - carrying out periodical assessments on the disabled users' needs for electronic communication services and take measures accordingly.

❖ BEREC plans:

- **Report on best practices for ensuring equivalence of access and choice for disabled end-users (WP 2018)**



Thank you for your attention

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