

Accessibility and usability of telecommunications services

Budapest, 13th November, 2017

Rights of users with disabilities

Legal base

Regulation of the Minister of Administration and Digitalization of 26 March 2014 on detailed requirements for the provision of facilities for people with disabilities by providers of publicly available telephone services, issued on the basis of Article 79c (3) of the Telecommunications Act

Obligated entities

Providers of publicly available telephone services

Beneficiaries

Users of publicly available telephone services with disabilities

Most important facilities

Customer service
points

Service

Documents

Websites

Devices

Public telephones

Most important facilities

Customer service points

Accessibility of customer service points

- every sixth customer service point
- at least one in each urban district
- marking of the customer service point.

Accessibility of the built environment

- accessible to persons with reduced mobility
- accessible customer service desk

Equipment

- device for communicating with deaf or not speaking persons and facilitating communication with a partially sighted person
- device for audiovisual communication of a deaf or hard hearing person with a Polish Sign Language or Sign Language System interpreter in real time

Most important facilities

Service

- use of websites
- means of distance communication
- sign language interpreter at the customer service point (weekdays 9-17, with prior notification)
- computer at the customer service point (people with speech disfunction)
- Configuration of the telephone and the telephone service (at the customer service point or by telephone).

Most important facilities

Documents

Types of documents

- provided facilities
- template agreements
- phone bills
- the location of the accessible public telephones.

Forms of accessible materials

- paper form (enlarged font)
- paper form (in Brail)
- electronic textual format on the website;
- electronic medium in textual format;
- e-mail in textual format.

Fulfillment

- at every stage of the contract
- customer service point
- maximum within 30 days of notification

Most important facilities

Websites

Web Content Accessibility Guidelines (WCAG 2.0), including AA

Most important facilities

Devices

Blind and partially sighted persons

- phones with a select keypad equipped with at least one distinguished key or having equivalent dialing functionality
- touch models and other telecommunication devices with extensive menus with at least assisting software

Hearing impaired persons

- telephones with headphone amplifier with adjustable gain
- with loop in the earpiece or earphone

Persons with mobility disabilities

- devices that allow at least a speed dial

Most important facilities

Public telephones

Forms of accessibility

- headphone amplifier with adjustable gain
- keypad with at least one distinguished key
- marking to identify the card's inlet and outlet by blind and visually impaired persons
- active voice and light announcements or on telephone display

Fulfillment

- service providers of public telephones
- half of publicly available telephones

Good market practices

Offer for the Deaf

Offer from T-Mobile and Migam.org – SMS and data package for use in subscription with free access to sign language interpreter as part of the package

Induction Loops

Induction loops equipment for operators' customer services points

Discounts

Discounts on subscription and offered phones

Simplified infoline

Orange has introduced a simplified infoline for older people

Office of Electronic Communications actions

Telecommunications

Accessibility and usability
of telecommunications services

- Website audit
- Assessment of facilities
- Examination of the accessibility and usability of telecommunication services

Postal

Accessibility and usability
of postal services

- Checks on the accessibility of post offices
- Examination of the accessibility and usability of postal services.

UKE

Accessibility and usability
of UKE services

- Online sign language interpreter
- Accessibility of buildings
- Accessibility of UKE website and e-services

www.uke.gov.pl