ANACOM and the protection of disabled users

BEREC Accessibility Workshop
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1. Background
Generic provisions of the Electronic Communications Law

- ANACOM’s duty to ensure that end-users take the maximum advantage on communications services, in terms of choice, price and quality particularly concerning users with special physical and social needs and elderly users.

- ANACOM must also ensure that users with special needs have access to transparent, complete and clear informations about the QoS of the offers destined to grant them equivalent access to communications services.

- ANACOM has the possibility to impose additional measures in this context. However, by monitoring the market we have concluded that service providers have been taking sufficient measures to fulfill these users’ needs.
ANACOM must ensure that users with special needs have equivalent access to:

- Fixed telephone line, including access to emergency services;
- Public pay-phones;
- Directory enquiry services and directories.

Affordable prices must also be ensured, if necessary by setting special tariffs for users with low income or special social needs.
US Provider (PTC) shall make available, free of charge, the following features:

- **Handset amplifier**, to increase the earpiece volume, for hearing impaired people;
- **Call indicator light**, a device that activates a visual signal when the equipment has an incoming call;
- **Braille bills**;
- **Fixed destination line**, enabling the customer to make calls automatically to a specific destination he has defined;
- Possibility of making a pre-defined number of free calls to **directory enquiry services**.
2. ANACOM’s initiatives
• As part of its supervisory duties, ANACOM monitors the compliance by service providers of their obligations concerning the protection of disabled users.

• While monitoring the market, we have realized service providers are effectively and increasingly offering alternatives to optimize disabled users’ experience with communications services.
PTC (the current Universal Service Provider) provides adapted equipment to users with special needs:

- A *portable amplifier* created for deaf or hearing impaired people, as well as for the elderly who have lost hearing capabilities. This amplifier is connected to the telephone handset.

- An *advanced analog phone technology*, specially conceived for deaf people, with unique features that allow them to talk on the phone without difficulty.

- A *fixed destination line service* for people with special needs or at risk, which is subsidized by PTC Foundation.
• In order to improve the life quality of disabled users, promoting their social, academic and professional integration in society, PTC Foundation provides and subsidizes special tariffs on fixed and mobile Internet and mobile phone (TMN).

• Call indicator light, created for people who are deaf or hearing impaired, as well as for the elderly who have lost hearing capabilities.

• A keyboard software on the screen that has a synthesized voice. Aims to improve the quality of life of users with neuromotor or cognitive disabilities.

• An emergency system with a terminal to be connected between the phone and an analog network plug, running in hands-free mode. It was conceived to people with special needs living in isolation or at risk.
• Directory inquiry services in Braille, specially developed for visually impaired users, since they are unable to use the telephone or the online directory inquiry services.

• A software that converts the text on desktop into voice. It aims, in particular, blind users.

• Braille bills, available for people with visual impairments.

• A special technology intended for people unable to use the keyboard or the mouse, allowing them to control the mouse cursor with the movement of their eyes through a webcam.

• A special technology allows the user to control the mouse cursor through small head movements, accessing the ordinary applications on the computer.

• A special technology for people who cannot use the upper limbs to interact with the computer. This equipment, combined with the two previous ones, promotes easier access to the ordinary applications on the computer.
Other service providers also provide certain adapted solutions to users with special needs:

**TMN**

- Provides a mobile phone with a Portuguese voice synthesizer conceived for people with visual impairments.

**VODAFONE**

- Has special fixed, mobile and data tariffs for users with special needs.
- Provides a specialized support system to people who are blind or have low vision capabilities. Their customer support staff was trained by the Association for the Education of the Blind, visually impaired themselves.
- Provides a customer support service in Portuguese sign language in order to address the specific difficulties in communicating with deaf or hearing impaired users.
• Provides an adapted software which allows blind or visually impaired users to overcome the difficulty of reading menus and messages and to access all the features available on their equipments.

OPTIMUS

• Provides a solution that allows the detection of risk situations, by monitoring and locating people with special needs or in special situations by distance.

  Main product features:
  • Button to request aid to use at home and abroad;
  • Sending and receiving alerts via text and/or voice messages;
  • Detection of falls;
  • Exact location of the equipment/the person that transports it via GPS.

• Established protocols with associations that support people with disabilities: donations of equipment with free communications and maintenance support.
Costumer contact service – SERVIIN

A service that allows deaf people to communicate through Portuguese sign language with any company or other body adherent to this service, as well as to make video calls online.

With this service it is possible to contact:

- The European emergency number – 112;
- The main service providers in Portugal.
Users with special needs were considered on changing to the DTT.

Assuming specific obligations towards the protection of Disabled users was one of the requisites considered for the choice of winning contestant.

The winning tender committed to:

• Granting a subsidy for the acquisition of the needed equipment to disabled users with an inability equal or above 60%, as well as to retired people and pensioners with a monthly income lower than € 500.

• Making available special services for visually and hearing impaired people through the DTT.

• Helping users with special needs change to DTT, by disclosing information through a special costumer support system and promoting workshops in collaboration with their representing associations.
Informing to ensure better choices and a better use.

Enforcing the right of all users of communications services and products to complete and detailed information is a relevant part of ANACOM’s mission as the communications’ market regulator in Portugal.
The Guide aims mainly to inform users with special needs about:

- Handset adapted solutions for using fixed and mobile phone and Internet services, **regarding each specific disability** (sight, hearing, comprehension, reduced mobility, elderly);
- Information services and customer support, billing and telephone directories;
- Special prices for users with special needs.
The information is organized by each specific disability:

- Sight;
- Hearing;
- Comprehension;
- Reduced mobility;
- Elderly.
The Guide is available in different formats and versions aiming to be accessible for all users with special needs:

**Paper format**

- Graphic version (with text and images);
- Braille version (can be obtained through associations or requested to ANACOM).

**Digital format**

- Graphic version (with text and images);
- Text version (text only);
- Audio version;
- Zoom version.
The Guide:

- **Was prepared** by ANACOM in collaboration with service providers and associations representing people with special needs;
- **Was distributed** to associations representing people with special needs, in the relevant accessibility versions, as well as to consumers associations;
- **Was published** at ANACOM’s Consumer Website, respecting the applicable web accessibility rules.

www.anacom-consumidor.com
ANACOM equipped its web sites with accessibility navigation tools for users with disabilities:
We have a **text version** available for the two websites, without images and graphics...

**ANACOM generic website**

**ANACOM’s consumer website**
... a **high contrast** version, for visually impaired users...

**ANACOM’s generic Website**

**ANACOM’s consumer website**

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**ANACOM’s web sites (3)**
... a **mobile version** for users with mobile phones or tablets...

**ANACOM’s generic website**  
**ANACOM’s consumer website**
ANACOM’s web sites (5)

... special **audio features** for users with hearing impairments...

**ANACOM’s generic website**

**ANACOM’s consumer website**

*Sitio da ANACOM – versão áudio*

09.08.2013

**Escoger menu** **Ferramentas** **this page is English**

**Audio**

1

**Arquivo**

*O site da ANACOM disponibiliza uma funcionalidade que permite ouvir os conteúdos publicados em formato Hyper-Text Markup Language (HTML).*

Esta ferramenta apresenta-se como uma forma alternativa de consultar o site institucional desta Autoridade e pode ser particularmente relevante para utilizadores com necessidades especiais, mas também para quem utiliza equipamentos móveis como smartphones ou tablets.

Classifique este conteúdo: ★★★★★ | Votos: 78 ★★★★★

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Autor: ANACOM
... and also a **zoom text feature** for visually impaired users.

**ANACOM's generic website**

**ANACOM's consumer website**

**ALTERAÇÕES CONTRATUAIS DÃO DIREITO A RESCINDIR?**

Os operadores podem alterar as condições contratuais. Saiba em que condições e quais os seus direitos!

Sempre que a alteração se reflita no preço do serviço, no tipo de serviço, na sua manutenção, duração, entre outras condições, o operador deve informá-lo, por escrito e com a antecedência de um mês, da proposta de alteração e do seu direito de pedir o cancelamento do contrato sem qualquer penalidade se não concordar com ela.

Saiba, no entanto, que se ainda estiver dentro do período de fidelização e pedir o cancelamento do contrato, poderá ser-lhe exigidas as contrapartidas nele previstas para o cancelamento antecipado. No momento em que manifesta a vontade de cancelar o seu contrato, o operador deve informá-lo sobretudo se tem um período de fidelização a cumprir e qual o valor da penalização pelo cancelamento antecipado.
ANACOM’s web sites (7)

**Accessibility Symbol**
The display of the Web Accessibility Symbol is a guarantee that the pages on a website are accessible and comply with the principles set out in the Resolution of the Council of Ministers no. 155/2007 of the 2\textsuperscript{nd} October 2007, which establishes the guidelines with respect to accessibility by citizens with special needs to websites of the Government and the central administration services and bodies.

ANACOM complies with accessibility rules on both the generic website and the consumer website.
ANACOM’s participation in international fora

ANACOM has been participating in international debates considering the implementation of measures that will improve access to ICTs for people with special needs, namely:

- **BEREC** - Body of European Regulators of Electronic Communications;
- **ITU** - International Telecommunication Union;
- **ETSI** - European Telecommunications Standards Institute.
ANACOM has organized workshops focused on:

- Making electronic communications accessible to all;
- Web accessibility.
ANACOM announced at the Consumer Website the **MMF - Mobile Accessibility**.

This is a website which discloses the several accessibility features of a mobile phone and publishes links to the manufacturers' websites.

This website facilitates finding out **which equipment is best suited to the needs of disabled users**.

- On the research platform the users can select their language, the region where they live and the characteristics of the equipment they want: brand, model and features that meet their specific needs.
- After this selection, a list of equipments with the requested requirements is presented.

**www.mobileaccessibility.info**
3. Next Steps
ANACOM is committed to ensuring the rights of disabled users on accessing communications services and all the information about their use, in equivalent conditions to other users.

Next Steps

We are committed to actively participate in building an inclusive information society, where all users have easy access to information and knowledge.

- We intend to remain alert regarding users with special needs and to keep following the best practices on accessibility.
- We intend to continue monitoring the service providers’ activity and initiatives regarding disabled users.
Thank you!

Visit us at:

www.anacom.pt
www.anacom-consumidor.com