

# The EAA and Inclusive Electronic Communications- the Swedish Approach

The Swedish Post and Telecom Authority

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# Presentation Overview



Why accessibility matters



How we supervise and support implementation of the EAA



Our work on relay services and standards



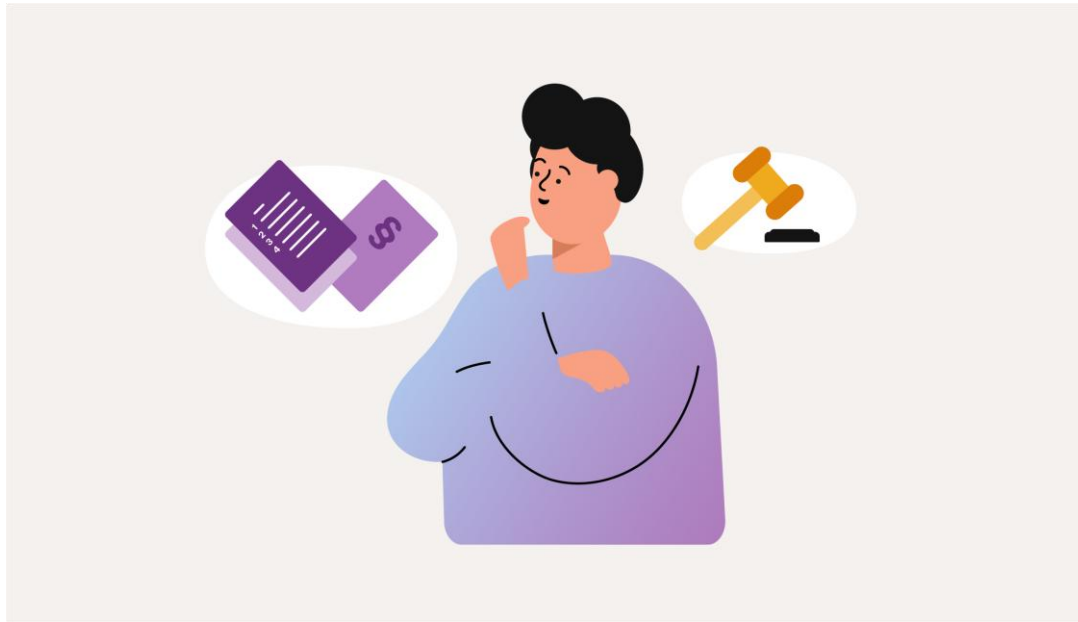
# The Swedish Post and Telecom Authority- Ensuring Secure and Accessible Communication for Sweden

# Why Accessibility Matters

- Digitalisation increases dependence on electronic communication services
- An aging population increases the number of people with disabilities
- Accessibility has improved but websites and apps still hard to use
- Awareness is increasing but knowledge gaps persist
- Accessibility comes in too late and is often not part of processes



# Supervision under the European Accessibility Act



- Risk-based and planned supervision
- Complaints and reports guide supervisory priorities
- Reviews to assess accessibility requirements and operator obligations
- Corrective actions and potential fines when requirements are not met

## **Key Challenges for Economic Operators**

- Regulatory framework difficult to interpret
- Standards still under development
- Obligation to report incompliances to authorities in multiple countries

## **Key Challenges for PTS**

- Regulatory questions awaiting common EU interpretation
- Standards still under development
- Ensuring technical capacity and appropriate tools for effective supervision

# Information and Dialogue

- Information seminars for economic operators
- Dialogue with trade associations
- Dialogue with disability organisations
- Web information and e-services
- Awareness Campaigns



# Guidance to the Standard EN 301 549



- EN 301 549 is a key standard for the EAA
- PTS is producing a guide on the practical usage
- Relevant requirements can be identified through a filter function
- Available in Swedish and English



# Relay Services and Standards

- Procurement of relay services for inclusive electronic communication
- Standards to ensure accessibility and consistency
- Providing expertise to accessibility standardisation
- Focus on RTT and Total Conversation



A blue-tinted landscape photograph of a rural scene. In the foreground, there is a vast, flat field. In the middle ground, a small house with a chimney is visible on a slight rise, accompanied by several trees. The sky is filled with soft, wispy clouds.

# Thank you!

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