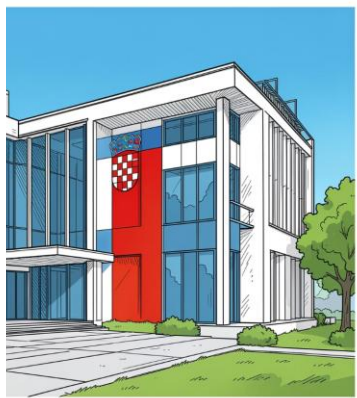


The Future of Breaking Barriers in Croatia



REGULATORY AUTHORITY

HAKOM

HAKOM — the Croatian Regulatory Authority for Network Industries — is an independent national body overseeing electronic communications, postal services, and railways.

Digital Services Coordinator

As of 2024, HAKOM assumed the role of Digital Services Coordinator

Accessibility Is a Right

17% of the Population

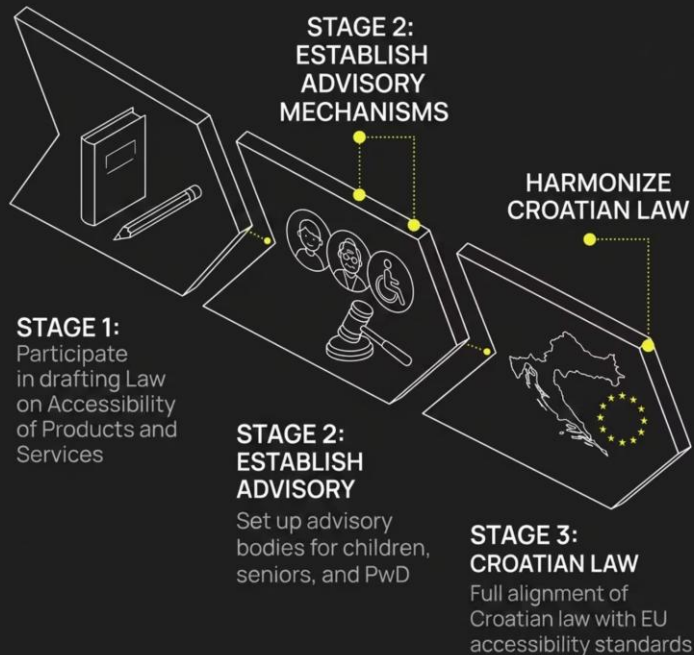
From Paper to practical application

How to moved beyond paper-based regulations toward enforceable digital accessibility aligned with EU directives?





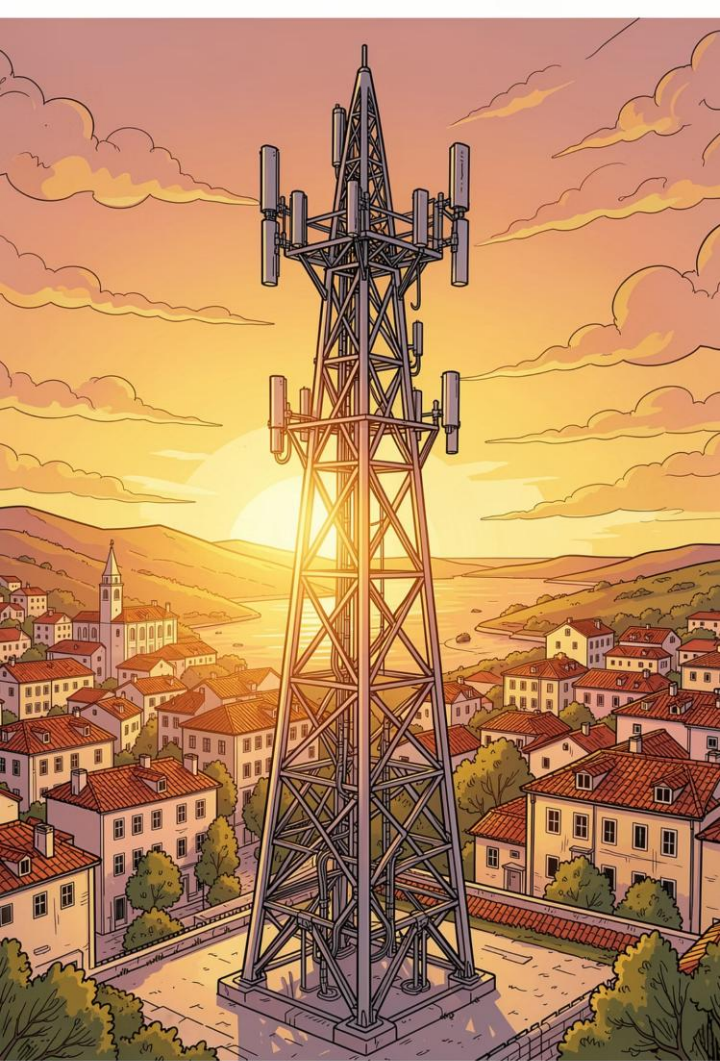
Legislative Progress



Croatia is actively harmonizing its accessibility legislation with the EU framework, ensuring that national standards meet and exceed European requirements.

HAKOM is competent body for:

- market surveillance of electronic communications services
- market surveillance of e-book services and dedicated software
- surveillance of the market for products covered by the Law that have the characteristics of radio equipment



Impactful Metrics

14 Mbit/s

Minimum Internet Speed

New universal service standard ensuring baseline connectivity for all users, including those in rural areas.



Partnership

Association of Persons with disabilities

Long-term partnerships ensure that experience directly shapes policy and technical standards.

Academia

The Faculty of Electrical Engineering and Computing (FER) bridges research and innovation.

Building the Future Together



Industry&Academia

Deliver accessible products and services and ideas

Regulators

Set and enforce clear accessibility standards

Users

Provide feedback and experience

The Accessible Future Conference

5TH EDITION · 2026

Organized annually by **HAKOM** and **Poslovni Dnevnik**, the conference is Croatia's forum for accessibility dialogue.

https://www.youtube.com/watch?v=ibLyaXDY_A8&t=3751s

Bringing together regulators, academia, civil society, and persons with disabilities.

The conference prioritizes hearing directly from persons with disabilities to shape effective, real-world solutions.



DIGITAL INNOVATION

App KVIZ/QUIZ

<https://pristupacnost.hakom.hr/>



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HAKOM Webinars

<https://www.youtube.com/@hakom7359/videos>



Thank you!



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