

Rights of Users with Disabilities: Equivalent Access and Choice & Accessibility Requirements in Italy

The AGCOM Experience: Regulation, Implementation and Uptake Data

Dora Di Napoli | Consumer Protection Department – AGCOM

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Legal & Regulatory Context

EU Framework

EECC 2018/1972

Arts. 3 & 111: NRAs shall promote affordable access for disabled end-users, ensuring choice and quality equivalent to other users.

European Accessibility Act 2019/882

Accessibility requirements for electronic communications products and services, including real-time text and total conversation (Annex I).

Italian Implementation

D.Lgs. 207/2021

Italian transposition of the EECC – Arts. 4, 98-quater decies, 98-quinquies, 98-vicies quater provide the national legal basis for AGCOM measures. Formalises AGCOM's mandate: operators must ensure equivalent access and equivalent choice of services for consumers with disabilities.

AGCOM Decisions from 2007 to 2024

Series of AGCOM regulatory decisions on discounts, digital obligations and extension to minors.

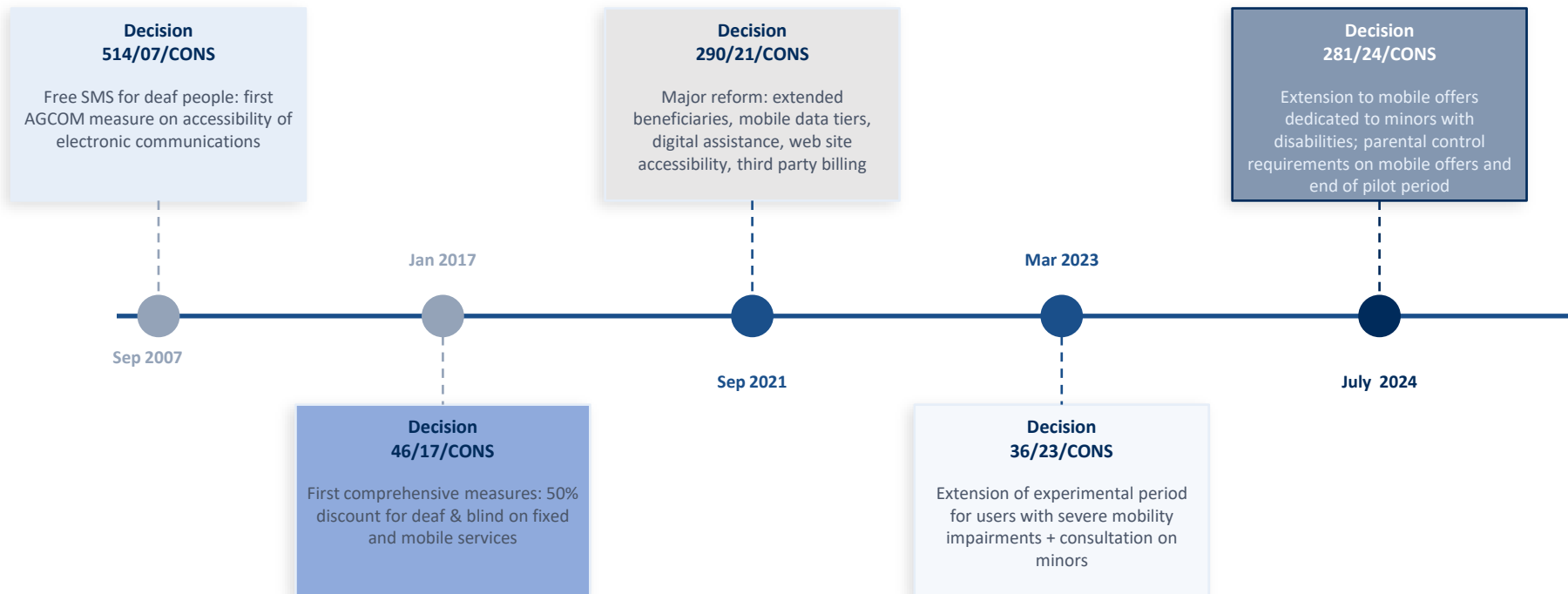
D.Lgs. 82/2022

Italian transposition of the EAA – in force 16 July 2022; provisions effective 28 June 2025. AgID designated as supervisory authority for services (Art. 21).

AgID Guidelines on Service Accessibility (2025)

Issued under Art. 21 of D.Lgs. 82/2022 in consultation with AGCOM. Binding on service providers. Cover all 6 EAA service categories from 28 June 2025.

Regulatory Timeline



Scope of Application

Beneficiary Categories (Decision 290/21/CONS, Art. 1)

- **Deaf persons**
As defined by Law 381/1970, Art. 1(2)
- **Totally blind persons**
As defined by Law 138/2001, Art. 2
- **Partially blind persons**
As defined by Law 138/2001, Art. 3
- **Persons with severe mobility impairments**
Beneficiaries of fiscal benefits under Law 388/2000, Art. 30(7), certified by disability assessment
- **Minors with disabilities (added 2023)**
Children in the above categories; request by parent/guardian (Decision 251/23/CONS). Before this measure, the discount on mobile network offers could only be applied to the contract holder, if disabled. Some operators did not allow a parent to request the discount on behalf of a minor.

Operator Obligations

- Fixed-line operators (all flat/semi-flat offers)
- Mobile Network Operators (MNOs)
- Mobile Virtual Network Operators (MVNOs)
- SMEs (micro, small, medium) are exempt; may voluntarily apply measures
- Operators must publicise measures to reach all potential beneficiaries

Fixed Network Measures (Art. 3–4, Decision 290/21/CONS)

50% Tariff Discount

50%

Applied to the base price of all flat and semi-flat voice+data plans and internet-only offers, regardless of technology or connection speed. Free tariff plan upgrades on request.

Application Processing

30d

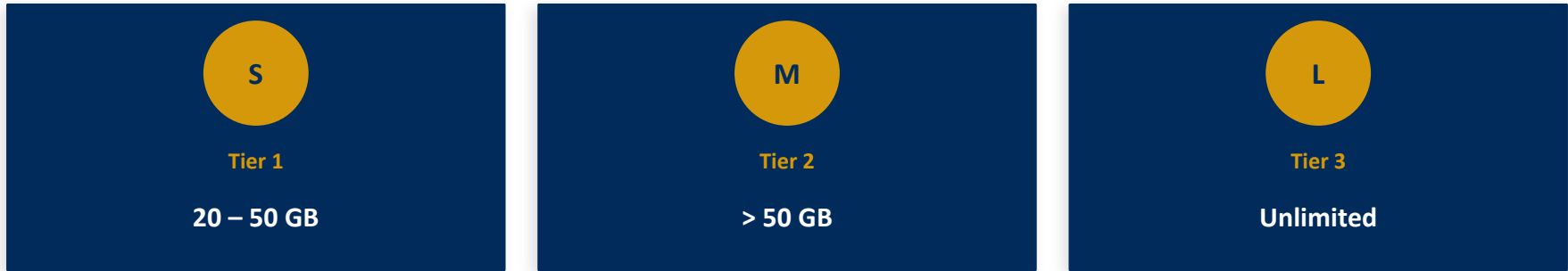
Discount applies from the date the application is received. Operators must process applications within 30 days of receiving required documentation.

Financing Mechanism

No public fund or compensation mechanism exists. The main fixed network operators bear the full cost of the discounts. For sustainability reasons, micro, small and medium-sized enterprises are exempt.

Mobile Network Measures (Art. 5, Decision 290/21/CONS)

Operators must offer at least one discounted plan in each of the following three data tiers:



50% discount applied to the base price of at least one commercially marketed offer per tier

SIM portability:

User may associate any available terminal/handset with the discounted plan.

One SIM per user:

Each eligible consumer is entitled to a discount on one mobile number only.

Minors (2023):

Parents/guardians may apply on behalf of disabled minors; plan must include parental controls (Decision 9/23/CONS).

Processing time:

Applications processed within 30 days of receiving all required documentation.

Consumer Protection & Transparency Requirements

Dedicated Web Page

Art. 6

Each operator must publish a page titled “Benefits for user with disabilities” linked from the homepage. Must include offer details, eligibility, digitally fillable application forms, and be compliant to AGID accessibility guidelines.

Accessible Billing

Art. 7

On request, billing documents must be sent free of charge in PDF or other assistive-technology compatible formats to blind users' email addresses.

Dedicated Digital Assistance Channel

Art. 8

Operators must provide a free dedicated digital channel (08:00–24:00) for disabled users to report faults, request technical support, file complaints and receive information. Fault reports from disabled users are prioritised.

Third-Party Account Management

Art. 4–5

Option to designate a third party to manage payments and the entire contractual relationship on behalf of the user with disabilities. Must be publicised on the dedicated web page, on the application form and on billing documents. The choice is revocable at any time.

PART TWO

Accessibility Requirements for Products and Services: The European Accessibility Act in Italy

The European Accessibility Act in Italy: D.Lgs. 82/2022

Purpose and Scope

Guarantee accessibility of products and services in the interest of consumers and users, reinforcing the right of persons with disabilities to participate in society (Art. 3 Constitution, UN CRPD, EU law).

Supervisory Authorities

AgID: authority for services. MIMIT: market surveillance for products. AGCOM: consulted for electronic communications and AV media services (Art. 21, D.Lgs. 82/2022).

Products (in market after 28 June 2025)

- General-purpose consumer hardware systems & operating systems
- Self-service payment terminals and terminals for covered services
- Interactive consumer terminal equipment for electronic communications services and for accessing audiovisual media services
- E-readers

Services (as of 28 June 2025)

- **Electronic communications services**
- **Access to audiovisual media services**
EPGs, subtitles, audio description, sign language
- **Passenger transport**
Air, bus, rail, waterborne – websites, apps, e-tickets, kiosks
- **Consumer banking services**
services, e-money
- **E-books and E-commerce**

The Road to the AgID Guidelines: Concertation & AGCOM's Role

Institutional Table (Minister for Disabilities)

- AgID (chair of the services guidelines process)
- MIMIT – Ministry of Enterprises and Made in Italy (products oversight)
- MIT – Ministry of Transport
- ART – Transport Regulatory Authority
- AGCOM – Consulted on electronic communications & AV media (Art. 21)

AgID Guidelines on Service Accessibility

Applies to service providers. Microenterprises are exempt from service obligations.

Guidelines promote 'by design' (accessibility integrated throughout the service lifecycle) and 'by default' (starting from already-accessible components and templates). These approaches reduce costly post-production remediation.

Providers must publish accessibility information in writing and orally, in accessible formats. If non-compliant, they must immediately notify AgID (through a specific webform provided on AGID website) and adopt corrective measures.

AgID examines complaints, verifies compliance and proportionate burden assessments, and may require corrective measures. Persistent non-compliance can lead to service blocking or app store removal. AgID manages a digital complaints platform.

Process Timeline

Feb 2025

First draft circulated

May 2025

Public consult.
(30 days, ~60 contributions)

Aug 2025

AGCOM & ART formal
opinions requested

Aug 2025

Notified to
EU Commission

Dec 2025

AGID/AGCOM Concertation
Table to define practical aspect
and FAQ

Highlighted: AGCOM formal opinion on e-communications & AV media scope

AgID/AGCOM Solutions to Enable the EAA

Four operational pillars supporting digital accessibility implementation



Guidelines

Operational guidelines and technical standards that translate the EAA requirements into actionable obligations for economic operators.



Technical Tables

Multi-stakeholder working groups coordinating regulators, industry, consumer associations.



FAQ

A continuously updated knowledge base answering recurring questions on EAA scope and obligations to be developed in a series of FAQs published on the AGID website.



Reporting Platform

A dedicated channel on AGID website where users can report non-compliant products or services and operators can apply compliance report or ask exemptions.

Thank you

for your attention

PRESENTED BY

Dora Di Napoli