Electronic Communication Services: the expectations of persons with disabilities

BEREC Workshop on End-Users Rights
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About the European Disability Forum (EDF)

• Advocacy umbrella organization

• Organization of persons with disabilities, run by persons with disabilities

• Full implementation of the **UN Convention on the Rights of Persons with disabilities** (UN CRPD)

• Closely work with the European Union, the Council of Europe, the United Nations and other stakeholders
Accessibility and Equal Access

- Technology can empower persons with disabilities, but it can also exclude them.
- Electronic Communication Services need to be Available, Accessible, Affordable. Supplementary measures ensure equal access.
- The Electronic Communications Code (EECC), the Accessibility Act (EAA) and European standards play a key role.
- We have now legal certainty, but we need to be ambitious!
End users with disabilities’ expectations (I)

- Affordability requirements extended to non-fixed locations
- Real-time text and total conversation as default and interoperable means of communication (like voice or SMS).
- Equivalent (and affordable) access through relay services available 24/7
- Emergency communications (112, national numbers and public warning systems)
End users with disabilities’ expectations (II)

- Clearly advertise information to support consumers with disabilities (e.g. accessible contact point).
- Provide alternative formats to access information (sign language, large print, easy to read or braille).
- Multimodality in ways to contact service provider or enforcement authority.
- Training and awareness on accessibility and disability.
- Strong and accessible enforcement mechanisms.
Conclusions

- EECC and EAA set a good legal framework as for access to ECS.
- MS and ECS providers can go beyond the minimum requirements.
- Work to meet deadlines!
- Move towards communication services that allow interoperable TC and RTT (both as mainstream and emergency).
- Importance that all stakeholders are present in standardisation processes (EN 301 549).
- Freedom of movement (roaming).
- Engagement with disability organisations (both service providers and regulators).
Thank you!

Special thanks to all of you

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