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| **Keywords:** | JCA-AHF; accessibility; persons with disabilities; report; |
| **Abstract:** | This document contains the report of the previous JCA-AHF meeting (Ljubljana, Slovenia, 18 July 2018). |

This document contains the report of the previous JCA-AHF meeting (Ljubljana, Slovenia, 18 July 2018) with some updates on ITU accessibility activities since then, and a copy of revised PP Resolution 175 (Rev. Dubai, 2018) - *Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs*.

**Annex: 1**

* Copy of PP Resolution 175 (Rev. Dubai, 2018)

**Action**: TSAG to take note of the progress report of the JCA-AHF.

**Report of JCA-AHF meeting (Ljubljana, Slovenia, 18 July 2018)**

1. Opening of the meeting

The JCA-AHF meeting was held at 14:30 – 17:30 on 18 July 2018, chaired by Ms Andrea Saks (USA), JCA-AHF Chairman. The JCA-AHF meeting was collocated with the meeting of Q26/16 (16-18 July) during ITU-T SG16 meeting held in Ljubljana, Slovenia.

1. Agenda and allocation of documents

The Chairman introduced the draft JCA-AHF meeting agenda and document allocation as contained in JCA-AHF [Document 336R2](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20336R2%20Draft%20Agenda%20(clean).docx). It was approved by the JCA-AHF with additions: 1) 8.1 Video – Deaf/Blind VRS + RTT; 2) 11 FG on vehicular multimedia. The complete list of participants is available on JCA-AHF [Document 346](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20346%20Final%20list%20of%20participants.pdf).

1. Approval of the last JCA-AHF meeting report

The last JCA-AHF meeting (8 May 2017) report (JCA-AHF [Document 331](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/14Feb2018/JCA-AHF%20Doc%20331%20report.docx)) was approved by the JCA-AHF meeting.

1. Accessibility organizations in Slovenia

A Slovenian attendee from the Hard of Hearing community Ms Darja Pajk expressed during the meeting the opinion that diversity is very important and there is a need to convey the right message. She felt that the hard of hearing community is underrepresented and the current situation needs to be improved with more hard of hearing persons being employed by the organisations rather than by just being volunteers.

Mr Matjaž Juhart of ZDGNS (The Slovenian Association of Deaf and Hard of Hearing Societies) explained off line that there are 13 societies of deaf and hard of hearing. He stated that there are 8 people employed by the ZDGNS association and that some are deaf, others hard of hearing and some are hearing. At least 5 hard of hearing persons are also employed by the societies. This year they were honoured to organise the IFHOH and EFHOH general assemblies and the IFHOH conference in Ljubljana.

1. Summary and follow-up of JCA-AHF workshop on Achieving an Inclusive Society by Designing and Implementing Accessible ICTs, 22 March 2018 at WSIS Forum 2018

Mr Masahito Kawamori briefly reported the workshop (JCA-AHF [Document 335](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20335.docx)). It was discussed issues on how to promote accessibility services adopted in countries and one of the outcomes agreed at the workshop was to suggest work to compile information on statistics on accessibility services, or make a status report. Indicators may be based on requirements for ITU-T standards. As ITU-D works on ICT statistics, collaborative work between ITU-T and ITU-D is requested.

After discussion on the item 6 below about subtitling/captioning data in Balkan countries where EFHOH is also involved, there was an interest expressed in gathering data through a questionnaire. It was decided that a Liaison Statement would be sent from JCA-AHF mentioning SDG to ITU-D Q7/1, ITU-T Q26/16, copying EFHOH, International Federation of the Hard of Hearing, and DAC to start collaboration on this area.

1. Review of some of recent ITU accessibility activities
   1. ITU-D

Ms Amela Odobašić, Vice-Chairman of ITU-D SG1 and Rapporteur of ITU-D Q7/1, who participated remotely, presented the work of ITU-D Q7/SG1 and the work plan for the study period 2018-2021.

Ms Odobašić highlighted the importance of collaboration with the other ITU sectors and outside organizations regarding persons with disabilities. ITU-D Q7/1 members have agreed to refer and work with the JCA-AHF as the cross-sector coordination group on accessibility in the ITU.

Ms Odobašić also emphasized the importance of the role of regulators in ensuring accessible ICTs. At the policy level, in many countries, the regulatory framework is in place, but the implementation level is quite low.

Ms Odobašić, who is from Bosnia Herzegovina, also presented the challenges and opportunities in ensuring accessible ICTs in the Western Balkan countries. One example of a challenge is that the percentage of the TV or video programmes with captioning is only 1 or 2 percent. Mr Christopher Jones, who directly represents members of the Deaf community in the UK, commented that the UK Communication Act 2003 stated that broadcasters must caption 100 percent of programmes in UK. The new channels can begin with captioning at only 10 percent of their programmes to start with, and look to reach that maximum level over a certain period of time. Ms Odobašić mentioned that she was aware of this good example and has been in contact with OFCOM, UK.

Ms Lidia Smolarek-Best, Vice-President of European Federation of Hard of Hearing People (EFHOH), expressed her interest in having more information on this subtitling/captioning topic from the Balkan region. The EFHOH’s reports ([2011 version](https://efhoh.org/wp-content/uploads/2017/01/EFHOH-State-of-Subtitling-2011-English.pdf); [2015 version](https://efhoh.org/wp-content/uploads/2017/01/EFHOH-State-of-Subtitling-2015-English.pdf)) on this topic don’t have such information. (See item 5 above for the result of the discussion.)

Mr Dušan CAF, Director of Digitas Institute, Slovenia, also commented on the regional situation in the Balkans. He agreed that the role of regulators to implement accessibility policies should be strengthened, and that was the one of the motivating factors behind [GARI](https://www.gari.info/) (Global Accessibility Reporting Initiative) lobbying and the report of which was presented at Q26/16 session on 18th July 2018that day).

Ms Odobašić mentioned that the sharing of knowledge, such as regional initiatives was important. She suggested that Slovenia should join the meetings of Western Balkan countries (Bosnia Herzegovina, Serbia, Macedonia and Croatia) on this topic.

* 1. ITU-T
* **SG20**

Mr LEE Yong Jick briefly presented the work on accessibility for IoT and smart cities in Q2/20 (included in JCA-AHF [Document 334](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc334.zip) ). He stated that there are two ongoing work items on the topic. This work was especially important for smart public transportation services: Y.Accessibility “Accessibility requirements for the Internet of things applications and services” is targeted for consent in December 2018; Y.ACC-PTS “Accessibility requirements for smart public transportation services” was just initiated in May 2018. (Updates: The above work items [Y.Accessibility](https://www.itu.int/md/T17-SG20-C-0410/en) and [Y.ACC-PTS](https://www.itu.int/md/T17-SG20-C-0411/en) are being discussed at SG20 in Wuxi, China, 3-13 December 2018.)

* **SG16**

It was announced that [ITU has been awarded by Zero Project](https://zeroproject.org/policy/pol183048gbr-factsheet/) for ITU-T F.921 in Vienna in Februarly 2018. This was the first time that ITU has received an award for accessibility work by an exteternal body.

(Updates: Rapporteurs meeting of ITU-T Q26/16 “Accessibility to multimedia systems and services” was held from 5 – 7 November 2018 in Geneva. [Report](https://extranet.itu.int/meetings/ITU-T/T17-SG16RGM/16907-181105/DOCs/T17-SG16RGM-16907-181105-DOC-0035-R01.docx))

* **SG2**

Mr Grigory Miloradov from World Global Telecom (WGT) presented JCA-AHF [Document 338](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc%20338.zip) which explained WGT’s project. The project is an assisted global conference call platform that will enable simultaneous conversations for persons with disabilities according to their specific needs. The prototype of the first service of the platform has been presented at ITU-T SG2. The SG2 meeting agreed to advise the Director of TSB to proceed with the application from WGT for an E.164 Trial Identification Code (TIC) under the shared E.164 Country Code 991 and an E.212 trial-MNC under the shared E.212 Mobile Country Code 991 in the light of the revised E.164.2 “E.164 numbering resources for trials”and the new Annex to E.212 “Assignment of shared E.212 mobile country codes (MCC) for trials”discussed in Q1/2.

Mr Christopher Jones expressed his interest in seeing this project progress. He made an important comment that not all persons who are deaf can read their national written language, but they use their national sign language instead. This comment was noted by Mr Miloradov. It was also noted by the JCA-AHF Chairman that every country has its own sign language and that all sign languages are not the same.

* 1. ITU Plenipotentiary Conference 2018 (PP-18)

Then, the JCA-AHF Chairman briefly reported that she was involved in preparing a contribution from US, proposing an updated revision of the ITU Accessibility resolution, [Resolution 175 (Rev. Busan, 2014)](https://www.itu.int/en/ITU-T/accessibility/Documents/ITU%20PP-14%20Resolution%20175.pdf), and it would be discussed at ITU Plenipotentiary Conference 2018 (PP-18) in Dubai which will take place from 29 October - 16 November 2018. She encouraged the JCA-AHF meeting participants to have a look at the current Resolution 175 and to provide any suggestions so as to be taken into consideration.

Update: PP Resolution 175 was successfully revised, and a copy of revised Resolution 175 is attached on Annex A of this TD. Other PP Resolutions (listed on the [JCA-AHF website](https://www.itu.int/en/ITU-T/jca/ahf/Pages/default.aspx)) have begun to add accessibility and to reference PP Res. 175. Final Acts are available on [PP-18 website](https://www.itu.int/web/pp-18/en/page/192-Documents).

1. Liaison Statements (LS)
   1. Incoming LS

JCA-AHF took note of Incoming LS received since the previous JCA-AHF meeting in February 2018:

* LS on CD IEC TS 63134 Active Assisted Living (AAL) use cases [from IEC SyC-AAL] (JCA-AHF [Document 332](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc332.zip))
* LS on collaboration on multimedia application frameworks and broadcasting [from ITU-D SG1] (JCA-AHF [Document 333](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc333.zip)),
* LS on accessibility matters [from ITU-T SG20] (JCA-AHF [Document 334](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc334.zip)).
  1. Outgoing LS

Mr Christian Vogler from Gallaudet University submitted and explained a draft LS ([JCA-AHF Document 341](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/JCA-AHF%20Doc%20341.docx)) on the Urgent need for a standards-setting activity for wireless connectivity between hearing devices ( I.E. Hearing aids and Cochlear implants) and consumer electronics. This document has been submitted by Mr Vogler to the JCA-AHF Secretariat on the day of the JCA-AHF meeting and at the discretion of the JCA-AHF chairman, it was accepted for discussion. The draft LS is addressed to European Hearing Instrument Manufacturers Association (EHIMA) and Bluetooth SIG. The LS describes the concern raised by hearing device users (i.e., persons with disabilities), as they are at great risk of being left behind regarding advances in consumer electronics, not being able to use them particularly with respect to wireless connectivity. The trend toward the disappearance of 3.5 mm audio jacks in consumer electronics exacerbates this problem and leaves some consumers without viable connectivity options.

As ITU-T SG16 has a coordination relationship with IEC TC100 which develops consumer electronics standards, as well as with SyC-AAL, the JCA-AHF meeting decided to forward this draft LS to ITU-T Q26/16, so that Q26/16 issues a LS to IEC TC100, EHIMA, Bluetooth SIG and ITU-T IRG-AVA. (Note: the forwarded LS has been discussed at WP2 plenary on 19 July 2018, then issued by Q26/16 as suggested.)

1. Discussion by topic, event
   1. Overview of real time text (RTT) interoperability today, interoperability gaps, and future outlook

Mr Vogler described the situation of the current real time text (RTT) interoperability between different mobile phone manufacturers in the United States. (As a background document, see also JCA-AHF [Document 322](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/14Feb2018/JCA-AHF%20Doc%20322.zip) on “Real Time Text matters” which has been presented at the previous JCA-AHF meeting in February 2018.) Mr Vogler also stated that RTT should be able to work on fixed line phones as well. He then showed a video demonstrating a video relay service that is accessible for both deaf and deaf/blind persons. This showed that is possible to make and receive calls that take place between a deaf person and a deaf/blind person. This service enables simultaneous communication via signing, RTT and braille, all transmitted at the same time.

Using the same technology, international calls with text relay services could be and should be accomplished in the future. The barrier of interoperability on the international level, which is one of the big challenges faced by persons who are deaf could and should be removed. All people should be able to communicate with each other regardless if they have a disability or not, both domestically and internationally. RTT could provide the key.

A work item [FSTP.Intl-Relay](https://www.itu.int/itu-t/workprog/wp_item.aspx?isn=14348) has been proposed by Mr Vogler and created within ITU-T Q26/16 in 2017, to figure out how to make relay service work across international borders.

Mr Kawamori stated that the discussion on the above work item led to the realization of several issues that would need to be cleared with other ITU-T Study Groups: roaming; funding; and numbering. It was suggested to invite ITU-T SG2 and SG3 to join the discussion.

* 1. European ICT report

Ms Smolarek-Best presented the PowerPoint slides contained in JCA-AHF [Document 340](https://www.itu.int/en/ITU-T/jca/ahf/Documents/docs-2018/18July2018/Doc340.zip). The presentation highlighted recent updates on work done by EFHOH as part of EDF (European Disability Forum) on: the Audio Visual Media Services Directive (AVMSD); the European Electronic Communications Code; and the European Accessibility Act (EAA). Regarding the EAA matter, EFHOH signed a joint letter with other European organisations addressed to the European Commission and Parliament calling for the mandatory and common accessibility requirements for the service handling of emergency calls. To make emergency services accessible, public safety answering points (PSAPs), the centres that answer emergency calls, must be able to appropriately receive, answer and handle accessible communications, using RTT or [Total Conversation](https://www.itu.int/en/ITU-T/studygroups/com16/accessibility/Pages/conversation.aspx) services, just as they answer and emergency voice calls. It was noted that this is not sufficiently specified in EN 301 549.

Mr Vogler commented on this presentation. There is the same challenge regarding PSAPs in US, as the only requirement is that a PSAP must have a TTY (the early and first form of text telephony for persons who are deaf still in use today), and does not specify anything else.

1. Future Events

WSIS Forum 2019 will be held in Geneva, from 8 – 12 April 2019. There will be a special focus on Accessibility, including ICT accessibility track with workshops for a full day and showcasing. Financing this track will be explored with potential funders. JCA-AHF will be involved in the coordination.

1. Open discussion from the invited guests on their experience on attending ITU-T Q26/16 meeting

The JCA-AHF Chairman requested the invited guests to express their views in attending ITU-T Q26/16 meeting (Ljubljana, Slovenia 16-18 July 2018).

Miss Gamze SOFUOGLU from Turkcell Iletisim Hzm noticed that more topics for blind persons could and should be discussed. To this end, she suggested collaboration with blind associations, e.g., National Federation of Blind (NFB) in US, RNI in UK, as well as associations in Turkey. She would like to participate in the future meetings and make contributions on such topics.

Mr Avi BLAU, vice-president of International Federation of Hard of Hearing People, Israel, as well as Mr Matjaz DEBEVC, University of Maribor, Slovenia, also stated their satisfaction in participating in the meeting, and highlighted the importance of standardization on ICT accessibility.

1. AOB

Mr Olaf MITTELSTAEDT, Daisy Consortium, briefly introduced that Daisy has been providing entities, including UN agencies, training sessions on how to make documents accessible. As a recent example, Daisy provided the secretariat of WIPO with a training on how to make their templates accessible in April 2018 (Note: official training sessions are on a cost recovery basis). Word documents of a daily use can be easily accessible with some knowledge and tips.

1. Closing of the meeting

The Chairman closed the meeting, thanking the meeting participants, the interpreters, the caption writer and ITU staff for their support.

**Annex A to TSAG-TD313**

**Copy of PP Resolution 175 (Rev. Dubai, 2018)**

RESOLUTION 175 (Rev. DUBAI, 2018)

**Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs**

The Plenipotentiary Conference of the International Telecommunication Union (Dubai, 2018),

*recalling*

*a)* Article 12 of the International Telecommunication Regulations (ITR), adopted by the World Conference on International Telecommunications (WCIT) (Dubai, 2012), which states that Member States should promote access for persons with disabilities and persons with specific needs to international telecommunication services, taking into account the relevant ITU Telecommunication Standardization Sector (ITU‑T) recommendations;

*b)* the outcome document of the High-Level Meeting on Disability and Development (HLMDD) convened by the United Nations General Assembly (UNGA) at the level of Heads of State and Government on 23 September 2013, under the theme "The ICT Opportunity for a Disability-Inclusive Development Framework", which stresses the need for inclusive development in which persons with disabilities are both agents and beneficiaries;

*c)* Resolution 70 (Rev. Dubai, 2012) of the World Telecommunication Standardization Assembly, on telecommunication/information and communication technology (ICT) accessibility for persons with disabilities and persons with specific needs, the current regulatory framework and the studies, initiatives and events on this issue undertaken by ITU‑T and its study groups, in particular Study Group 2, Study Group 16 and Study Group 20, in collaboration with the Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF);

*d)* Goal 10 of the Sustainable Development Goals (SDGs), which emphasizes that people, including persons with disabilities and persons with specific needs, should have equivalent access and use of ICTs;

*e)* the Intersector Rapporteur Group on Audiovisual Media Accessibility (IRG AVA), between the ITU Radiocommunication Sector (ITU‑R) and ITU‑T, is working on broadcasting and Internet television in order to include audio description for the visually impaired and captioning/subtitles for persons who are deaf or hard of hearing, as well as to include other persons with disabilities and persons with specific needs in accessing remote Internet participation;

*f)* the Phuket Declaration on Tsunami Preparedness for Persons with Disabilities (Phuket, 2007), which emphasizes the need for inclusive emergency warning and disaster management systems using telecommunication/ICT facilities based on open, non-proprietary, global standards;

*g)* the ITU Telecommunication Development Sector (ITU‑D) special initiative work carried out through studies conducted within the framework of Question 20/1 of ITU‑D Study Group 1, commencing in September 2006 and proposing the wording of Resolution 58 (Hyderabad, 2010) of the World Telecommunication Development Conference (WTDC) and, likewise, the ITU‑D initiative on the development of an e‑accessibility toolkit for persons with disabilities, in collaboration and partnership with the Global Initiative for Inclusive ICTs (G3ict);

*h)* Resolution ITU‑R 67 (Geneva, 2015) of the ITU Radiocommunication Assembly, on telecommunication/ICT accessibility for persons with disabilities and persons with specific needs;

*i)* Resolution 58 (Rev. Buenos Aires, 2017) of WTDC, on telecommunication/ICT accessibility for persons with disabilities and persons with specific needs;

j) the Buenos Aires Declaration (WTDC‑17),

*recognizing*

*a)* ongoing work ITU‑R, ITU‑T and ITU‑D on telecommunication/ICT accessibility for persons with disabilities and persons with specific needs, including JCA-AHF;

*b)* technical papers addressing:

– use cases for assisting persons with disabilities and persons with specific needs using mobile applications;

– guidelines for accessible meetings,

– guidelines for supporting remote participation in meetings for all;

– Telecommunication Accessibility Checklist,

as well as Recommendation ITU‑T F.791, on accessibility terms and definitions;

*c)* that the strategic plan for the Union as approved by this conference includes intersectoral objective I.3: "Enhance access to telecommunications/ICTs for persons with disabilities and persons with specific needs" and related outcomes and outputs;

*d)* the outcomes of the World Summit on the Information Society (WSIS), calling for special attention to be given to persons with disabilities and persons with specific needs;

*e)* that during the UNGA High-Level Meeting on the overall review of the implementation of the WSIS outcomes, it was recognized that special attention must be paid to solving the specific issues presented by ICTs for persons with disabilities and persons with specific needs;

*f)* § 13 of the Geneva Declaration of Principles and § 18 of the Tunis Commitment, reaffirming the commitment to providing equitable and affordable access to ICTs, especially for persons with disabilities and specific needs;

*g)* various regional and national efforts to develop or revise accessibility guidelines and standards for persons with disabilities and persons with specific needs applicable to telecommunications/ICT;

*h)* ITU's accessibility policy for persons with disabilities and persons with specific needs, adopted by the ITU Council in 2013;

*i)* that webcasting using accessible webpages and documents, as well as the use of captioning and audio description in audiovisual content, and the use of sign language interpretation, are invaluable tools, which benefit persons with disabilities and persons with specific needs,

*considering*

*a)* that the World Health Organization estimates that there are one billion persons living with varying degrees of physical, sensory or cognitive disabilities in the world, meaning 15 per cent of the world's population, and 80 per cent of them live in developing countries1;

*[[1]](#footnote-1)b)* that ICTs can provide opportunities and benefits for women and girls with disabilities to overcome exclusion on the basis of their gender and disability;

*c)* that Article 9 of the United Nations Convention on the Rights of Persons with Disabilities, on accessibility, which entered into force on 3 May 2008, requires States Parties to take appropriate measures, including:

i) 9 (2g) "*To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet*";

ii) 9 (2h) "*To promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost*";

*d)* that the United Nations Human Rights Council established the Special Rapporteurship on the Rights of Persons with Disabilities to allow identification of the barriers and obstacles that persons with disabilities and persons with specific needs still have to overcome to achieve their full, effective participation in society, the mandate of which will be to work in close coordination with all mechanisms and entities of the United Nations system, regional mechanisms, civil society and organizations of and for persons with disabilities and persons with specific needs, and will incorporate the perspectives of gender, international cooperation and capacity building in all its activities, in accordance with the principles of the Convention on the Rights of Persons with Disabilities;

*e)* the importance of cooperation between governments, the private sector, civil society and relevant organizations to provide possibilities for low-cost access;

*f)* that it is necessary for governments and multiple stakeholders to pay attention to the outcomes in the report jointly prepared by G3ict and Disabled People's International (DPI), given that the accessibility of the information infrastructure, considered an essential area of ICT accessibility that has an enormous impact on the greatest number of users, falls short of the level of progress called for by the provisions in the Convention on the Rights of Persons with Disabilities in terms of general compliance on the part of the countries that have ratified it,

*noting*

the JCA AHF was set up for the purposes of awareness-raising, advice, assistance, collaboration, coordination and networking, its historical precedence, and its role to communicate, cooperate and collaborate with all the Sectors on the work of accessibility to prevent duplication of work,

*resolves*

1 to involve persons with disabilities and persons with specific needs in the work of ITU, taking into account their experiences and expertise, so that they may collaborate in the adoption of a comprehensive action plan in order to extend access to telecommunications/ICTs, in collaboration with external entities and bodies concerned with this topic;

2 to foster dialogue and communication between persons with disabilities and persons with specific needs (with means of interpretation when necessary) and those who prepare public policies and statistics on telecommunication/ICT users, in order to obtain better information and knowledge about which data to collect and analyse at the national level using international standards and methods;

3 to promote cooperation with regional and global organizations and institutions that deal with accessibility for persons with disabilities and persons with specific needs, in order to include accessibility to telecommunications/ICTs in their agendas and take into account its cross-cutting nature with other topics;

4 to maximize use of accessible webcasting facilities, captioning (including transcripts of the captioning) and sign language and, if possible, within the financial and technical limitations of the Union, provide these services in all six official languages of the Union both during and after the conclusion of any session when convening conferences, assemblies and meetings of the Union as articulated in Chapter II, Section 12 "Setting up of committees" of the General Rules of conferences, assemblies and meetings of the Union;

5 to build on and consolidate past accomplishments by providing the necessary financial and human resources for the effective and sustained integration of ICT accessibility for persons with disabilities and persons with specific needs into development activities, within budgetary constraints,

*instructs the Secretary-General*

to bring Resolution 58 (Rev. Buenos Aires, 2017) to the attention of the Secretary-General of the United Nations, in an effort to promote increased coordination and cooperation for development polices, programmes and projects for achieving ICT accessibility for persons with disabilities and persons with specific needs, in line with principles of equitable access, functional equivalence, affordability and universal design, and fully enhancing the available tools, guidelines and standards, to eliminate obstacles and discrimination,

*instructs the Secretary-General, in consultation with the Directors of the Bureaux*

1 to coordinate accessibility-related activities between ITU‑R, ITU‑T and ITU‑D, taking into account JCA-AHF and in collaboration with other relevant organizations and entities where appropriate, in order to avoid duplication and to ensure that the needs of persons with disabilities and persons with specific needs are taken into account;

2 to consider the financial implications for ITU of providing, within the available resources, information in accessible formats and through ICTs, as well as access to ITU facilities, services and programmes for participants with visual, hearing or motor disabilities and persons with specific needs, mainly through the inclusion of captioning at meetings, sign language interpretation, access to information through the ITU website in print and adapted formats, physical access to ITU buildings and meeting facilities, and to facilitate the adoption of accessible ITU recruitment practices and employment;

3 pursuant to UNGA Resolution 61/106, to consider accessibility standards and guidelines whenever undertaking renovations or changing the use of space at a facility, so that accessibility features are maintained and additional barriers are not inadvertently implemented;

4 to encourage and promote representation by persons with disabilities and persons with specific needs so as to ensure that their experiences and opinions are taken into account when developing and progressing ITU work;

5 to consider expanding the fellowship programme in order to enable delegates with disabilities and delegates with specific needs, within existing budgetary constraints, to participate in the work of ITU;

6 to identify, document and disseminate examples of best practices for accessibility in the field of telecommunications/ICTs among ITU Member States and Sector Members;

7 to work collaboratively on accessibility-related activities with ITU‑R, ITU‑T and ITU‑D, taking into account JCA-AHF, in particular concerning awareness and mainstreaming of telecommunication/ICT accessibility standards, and in developing programmes that enable developing countries to introduce services that allow persons with disabilities and persons with specific needs to utilize telecommunication/ICT services effectively;

8 to work collaboratively and cooperatively with other relevant regional and global organizations and entities, in particular in the interest of ensuring that ongoing work in the field of accessibility is taken into account;

9 to work collaboratively and cooperatively with disability organizations in all regions to ensure that the needs of persons with disabilities and persons with specific needs are taken into account;

10 to direct the regional offices, within their available resources, to organize regional competitions for the development of assistive technologies to enable persons with disabilities and specific needs, having due regard to differences in culture and languages and taking into account the presence of developers with disabilities;

11 to make use of and share information regarding the ways in which ICTs can empower persons with disabilities and persons with specific needs, for example guidelines, tools and information sources prepared by ITU and other relevant organizations such as G3ict which are of benefit to the work of ITU and the membership;

12 to encourage the regional offices, within their available resources, to cooperate with stakeholders concerned to promote the development of new technologies that enable persons with disabilities and specific needs;

13 to submit a report annually to the Council and to the next plenipotentiary conference on measures taken to implement this resolution;

14 to promote the collection and analysis of statistical data on disabilities and accessibility to telecommunications/ICTs that Member States can consider when preparing and designing their own public policies to promote accessibility,

*invites Member States*

to develop, within their national legal frameworks, guidelines or other mechanisms to enhance the accessibility, compatibility and usability of telecommunication/ICT services, products and terminals, and to offer support to regional initiatives related to this issue,

*invites Member States and Sector Members*

1 to introduce appropriate telecommunication/ICT services and to encourage the development of applications for telecommunication devices and products in order to enable persons with disabilities and persons with specific needs to utilize these services on an equal basis with others, and to promote international cooperation in this regard;

2 to promote the development of learning opportunities in order to train persons with disabilities and persons with specific needs to use ICTs for their social and economic development, including through train-the‑trainer courses and distance learning;

3 to participate actively in accessibility-related activities/studies in ITU‑R, ITU‑T and ITU‑D, and JCA-AHF, including participating actively in the work of the study groups concerned, and to include and promote representation by persons with disabilities and persons with specific needs so as to ensure that their experiences and opinions are taken into account;

4 to foster coordination and consensus on ensuring that persons with disabilities and persons with specific needs have access to telecommunication/ICT services;

5 to share good and best practices implemented in favour of accessibility to telecommunications/ICTs for persons with disabilities and persons with specific needs;

6 to take into account *considering c)* ii) and*e)* above, and the benefits of cost affordability for equipment and services for persons with disabilities and persons with specific needs, including universal design;

7 to encourage the international community to make voluntary contributions to the special trust fund set up by ITU to support activities relating to the implementation of this resolution.

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1. 1 These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition. [↑](#footnote-ref-1)