

## Regional Assessment of Enabling Environments Ensuring Accessible Telecommunications and Information and Communication Technologies for Persons with Disabilities in Europe

# ICT Accessibility Survey for Europe Region

## Data Collection for 2020

*Carried out within the framework of the ITU Regional Initiative for Europe on “Accessibility, affordability and skills development for all to ensure digital inclusion and sustainable development”*

The International Telecommunication Union (ITU) Office for Europe is carrying out a regional assessment of enabling environments ensuring accessible telecommunications and Information and Communication Technologies (ICT) for Persons with Disabilities in the Europe Region consisting of 46 countries.

The assessment is designed to provide ITU members and stakeholders from the European region with a holistic vision regarding the current implementation status on ICT accessibility laws, regulations, policies and strategies. ITU also intends to provide advice to policy makers and stakeholders throughout the region through good practices and recommendations, and support ITU members’ efforts in ensuring that information and communications, as well as ICT products and services, are available and accessible to all citizens without any discriminations of gender age or abilities, so including to persons with disabilities.

The assessment is an important part of the implementation of the ITU Regional Initiative on “accessibility, affordability and skills development for all to ensure digital inclusion and sustainable development”. In particular, it will contribute to the Accessible Europe initiative, Connect 2030 Agenda, and the ITU strategic goal number 2, target 2.9, calling on Member States to establish accessible ICT environments for persons with disabilities in all Member States by 2023.

Additionally, the assessment is fully in line with the requirements for the transposition of the European Union (EU) legislation regarding disability inclusion as indicated in the European Accessibility Act and other Directives that deal with ICT accessibility, and aims at facilitating ITU Members’ understanding of the related requirements and fulfilment with the deadlines. (See Annex One).

The outcome of the assessment will also be used as a background document for Accessible Europe 2021, a regional needs assessment and tool for directing targeted technical assistance to the countries in need, as well as an input document to discussions on ICT Accessibility under the EU Presidencies 2021 and a preparatory process leading towards the World Telecommunication Development Conference (WTDC-21).

We invite you as an ITU Member State to provide inputs for the assessment of ICT accessibility for persons with disabilities in your country. By filling in the questionnaire and providing additional information, including best practices, your participation will greatly help us in pursuing ITU strategic goals and its support to the Member States.

Please feel free to ask any question, about any aspect of this questionnaire, that you may have to Mr. Dušan Caf, ITU Consultant ([dusan.caf@digitas.si](mailto:dusan.caf@digitas.si)). We kindly request you to submit your answers to the ITU Office for Europe by email to [euregion@itu.int](mailto:euregion@itu.int).

With our sincere appreciation for your cooperation and input.

Jaroslav Ponder  
Head of the ITU Office for Europe

Annex One: Extract from EU Directives dealing with ICT accessibility and being related to the ITU Members’ requirements and the deadlines

Annex Two: ICT Accessibility Survey



## ANNEX ONE: Extract from EU Directives dealing with ICT accessibility and being related to the ITU Members' requirements and the deadlines

**DIRECTIVE 2016/2102/EU on the accessibility of the websites and mobile applications of public sector bodies** (<https://eur-lex.europa.eu/eli/dir/2016/2102/oj>)

The date for bringing into force the laws, Regulations and administrative provisions necessary to comply with the Directive	Application of specific measures
23 September 2018	For websites of public sector bodies not published before 23 September 2018: • from 23 September 2019
	For websites of public sector bodies not covered in the previous point: • from 23 September 2020
	For mobile applications of public sector bodies: • from 23 June 2021

**Directive 2018/1808/EU amending Directive 2010/13/EU on audiovisual media services (Audiovisual Media Services Directive)** (<https://eur-lex.europa.eu/eli/dir/2018/1808/oj>)

The date for bringing into force the laws, Regulations and administrative provisions necessary to comply with the Directive	Application of specific measures
19 September 2020	Regular reporting by media service providers to the national regulatory authorities or other designated bodies on continuous and progressive accessibility of audiovisual media services provided to persons with disabilities through proportionate measures
	Regular reporting by Member States to the European Commission: • First reports to be submitted by 19 December 2022 and every 3 years thereafter

**Directive 2018/1972/EU on establishing the European Electronic Communications Code** (<https://eur-lex.europa.eu/eli/dir/2018/1972/oj>)

The date for bringing into force the laws, Regulations and administrative provisions necessary to comply with the Directive	Application of specific measures
21 December 2020	The measures should apply from 21 December 2020



**Directive 2019/882/EU on the accessibility requirements for products and services**  
<https://eur-lex.europa.eu/eli/dir/2019/882/oj>

The date for bringing into force the laws, Regulations and administrative provisions necessary to comply with the Directive	Application of specific measures
Adoption and publication by 28 June 2022	The measures should apply from 28 June 2025
	Measures regarding the national organisation of emergency systems and application of the most appropriate public safety answering point for the single European emergency number '112': <ul style="list-style-type: none"> <li>• at the latest from 28 June 2027</li> </ul>
	Service providers may continue to provide their services using products which were lawfully used by them to provide similar services before 28 June 2025: <ul style="list-style-type: none"> <li>• For a transitional period ending on 28 June 2030</li> </ul>
	Service contracts agreed before 28 June 2025 may continue without alteration until they expire: <ul style="list-style-type: none"> <li>• No longer than five years from that date</li> </ul>
	Service contracts agreed before 28 June 2025 may continue without alteration until they expire: <ul style="list-style-type: none"> <li>• No longer than five years from that date</li> </ul>



## ANNEX TWO: ICT Accessibility Survey

### I. Country Commitments

#### General Legal and Regulatory Framework for ICT Accessibility

##### Does your country have:

1. A constitutional article, laws or regulations defining the rights of persons with disabilities<sup>1</sup>, and ensuring non-discrimination and equality for persons with disabilities?

YES / NO

**If YES**, please provide further details, web links, or comments that you would like to add:

2. Laws or regulations ensuring that information intended for the general public, such as e.g. website content and electronic documents, is provided to persons with disabilities in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional costs?

YES / NO

**If YES**, please provide further details, web links, or comments that you would like to add:

**Please indicate** if these provisions apply only to State Parties or also to the private sector:

3. Laws or regulations specifying requirements to be met by providers of publicly available electronic communications services to ensure that:
  - a. End-users with disabilities have access to electronic communications services, including the related contractual information, equivalent to that enjoyed by most of end-users?

YES / NO

- b. End-users with disabilities benefit from the choice of undertakings and electronic communications services available to most of end-users?

<sup>1</sup> Persons with disabilities shall be understood, in accordance with the United Nations Convention on the Rights of Persons with Disabilities, as persons who have long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.



YES / NO

- c. Support is provided to consumers with disabilities as part of the universal service and that other specific measures are taken, with a view to ensuring that related terminal equipment, as well as specific equipment and specific services that enhance equivalent access, including total conversation services<sup>2</sup> and relay services<sup>3</sup>, are available and affordable?

YES / NO

- d. Access for end-users with disabilities to emergency services (e.g. 112) and special numbers such as ‘missing children and child helpline hotlines’, is available through emergency communications and is equivalent to that enjoyed by other end-users, and that information on emergency services is provided in accessible formats, addressing different types of disabilities?

YES / NO

**If YES** (applies to all answers, please provide further details, web links, or comments that you would like to add:

4. Are there laws or regulations requiring media service providers to make their audiovisual media services (i.e. television broadcasting and on-demand audiovisual media services) and related complementary services (in particular accessibility services to enable appropriate access for end-users with disabilities and data supporting connected television services and electronic programme guides – EPGs) continuously and progressively more accessible to persons with disabilities through proportionate measures?<sup>4</sup>

YES / NO

**If YES**, please provide further details, web links, or comments that you would like to add:

**Please indicate** if these provisions apply only to State Parties or also to the private sector:

<sup>2</sup> ‘Total conversation service’ means a multimedia real time conversation service that provides bidirectional symmetric real time transfer of motion video, real time text and voice between users in two or more locations.

<sup>3</sup> ‘Relay services’ refer to services which enable two-way communication between remote end-users of different modes of communication (for example text, sign, speech) by providing conversion between those modes of communication, normally by a human operator.

<sup>4</sup> Access to audiovisual media services should mean that the access to audiovisual content is accessible, as well as mechanisms that allow users with disabilities to use their assistive technologies. Services providing access to audiovisual media services could include websites, online applications, set-top box-based applications, downloadable applications, mobile device-based services including mobile applications and related media players as well as connected television services.



5. Laws or regulations encouraging the mass media, including providers of information through the Internet, to make their web-based information and services accessible to persons with disabilities, including e.g. content published in social media platforms?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

6. Are there laws or regulations imposing reasonable 'must carry' obligations for the transmission of specified radio and television broadcast channels and related complementary services, in particular accessibility services to enable appropriate access for end-users with disabilities and data supporting connected television services and EPGs, on undertakings providing electronic communications networks and services used for the distribution of radio or television broadcast channels to the public, where a significant number of end-users of such networks and services use them as their principal means to receive radio and television broadcast channels?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

7. Laws or regulations defining functional accessibility requirements for public procurement of ICT products and services (taking into account European or international standards, such as e.g. the new European Standard on 'Accessibility requirements suitable for public procurement of ICT products and services in Europe', EN 301 549)?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

8. Laws and regulations defining accessibility requirements for:
- e. ICT products, such as e.g. consumer general purpose computer hardware systems and operating systems, self-service terminals (e.g. payment terminals), consumer terminal equipment with interactive computing capability, used for electronic communications services, and e-readers?

YES / NO

- f. ICT services, such as e.g. electronic communications services with the exception of transmission services used for the provision of machine-to-machine services, services providing access to audiovisual media services, consumer banking services, e-books and dedicated software, e-commerce services, and elements of passenger transport services (e.g. websites,





mobile device-based services including mobile applications, electronic tickets and electronic ticketing services, delivery of transport service information, and interactive self-service terminals)?

YES / NO

- g. Websites, mobile device-based services including mobile applications, electronic tickets and electronic ticketing services, delivery of transport service information, including real-time travel information, and interactive self-service terminals of air, bus, rail and waterborne passenger transport services?

YES / NO

- h. Consumer banking services?

YES / NO

- i. e-Books and dedicated software?

YES / NO

- j. e-Commerce services?

YES / NO

If **YES** (applies to all answers), please provide further details, web links, or comments that you would like to add:

9. Laws and regulations defining accessibility requirements for ICT services and content procured, developed, maintained, made available and used in public and/or private education institutions by administrators, teachers, students and staff, including: websites; video and audio content; electronic documents; desktop, mobile, and cloud-based applications; content and learning management systems; e-learning courses; email and calendars; library resources; computers and peripherals; information kiosks, telephones, digital signs, and other electronic equipment; and classroom technologies.

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

10. Laws or regulations to facilitate the use of sign languages, Braille, augmentative and alternative communication, and all other accessible means, modes and formats of communication of their choice by persons with disabilities in official interactions (e.g. closed captions, offline captions and subtitles for the deaf and hard of hearing, communication access real-time translation (CART), etc.)?

YES / NO



If **YES**, please provide further details, web links, or comments that you would like to add:

## II. Country Capacity to Implement

### ICT Accessibility Policies and Institutional Framework

#### Does your country have:

11. Policies or strategies to:

- a. Enhance availability and accessibility of information and communications, as well as of ICT products and services, to ensure that persons with disabilities are afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as persons without disabilities in an equally effective and equally integrated manner, with substantially equivalent ease of use? The persons with a disability must be able to obtain the information as fully, equally and independently as persons without disabilities.

YES / NO

- b. Facilitate and promote accessibility of websites and mobile applications?

YES / NO

- a. Promote the design, development, production and distribution of accessible ICTs and ICT systems at an early stage, so that these technologies and systems become accessible at minimum cost?

YES / NO

- b. Promote universal design of ICT products and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design, including assistive devices for particular groups of persons with disabilities where this is needed?

YES / NO

- c. Facilitate and promote the engagement and participation of persons with disabilities, and representative Organisations of Persons with Disabilities, as appropriate, in the design of accessible and inclusive e-Government services?

YES / NO

- d. Develop, promulgate, enforce and monitor the implementation of minimum standards and guidelines for the accessibility of ICT products and services provided to the public, including through the internet?





YES / NO

- e. Accept and facilitate the use of sign languages, Braille, augmentative and alternative communication, and all other accessible means, modes and formats of communication of their choice by persons with disabilities in official interactions (e.g. closed captions, offline captions and subtitles for the deaf and hard of hearing, communication access real-time translation (CART), etc.)?

YES / NO

- f. Recognise and promote the use of sign languages?

YES / NO

- g. Employ teachers, including teachers with disabilities, who are qualified in sign language and/or Braille, as well as in digital accessibility, including captioning, electronic document accessibility, web accessibility, and to train professionals and staff who work at all levels of education on ICT accessibility issues facing persons with disabilities?

YES / NO

- h. Provide ongoing role-based ICT accessibility training for stakeholders in relation to the services provided by the public sector bodies, employment, health care and transport,

YES / NO

- i. Raising awareness on ICT accessibility issues facing persons with disabilities?

YES / NO

- j. Promote the adoption of ICT accessibility in education, including role-based ICT accessibility training courses for education institution administrators, teachers, and staff, and including ICT accessibility contents in higher education curricula?

YES / NO

- k. Undertake or promote research and development of universally designed ICT products, services and equipment?

YES / NO

- l. Promote the use of emerging technologies (Artificial Intelligence, IoT, Big Data, Cloud Computing) by private and public sector stakeholders to drive innovation in designing and developing accessible and inclusive ICT products and services?

YES / NO



If **YES** (applies to all answers), please provide further details, web links, or comments that you would like to add:

12. Financial schemes to support the provision of accessible information and communications, as well as of ICT products and services, for persons with disabilities?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

13. Designated government entity or department of a government agency for matters of ICTs accessibility?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

14. Established or designated coordination mechanism within government to facilitate ICTs accessibility across different sectors and at different levels?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

15. Designated one or more independent regulatory authorities or other independent mechanisms to promote, protect, enforce and monitor implementation of ICT accessibility laws, regulations, policies and strategies?

YES / NO

If **YES**, please provide further details, web links, or comments that you would like to add:

16. Established independent monitoring process with the participation of civil society, in particular persons with disabilities and their representative organisations, for the implementation of ICTs accessibility laws, regulations and policies?

YES / NO



If **YES**, please provide further details, web links, or comments that you would like to add:

### III. Best practices

#### Promotion of ICT Accessibility

Please provide examples of best practices in ICT accessibility that you wish to promote internationally from any of the topics covered in the questionnaire.

If available, please also provide national indicators on ICT accessibility.

