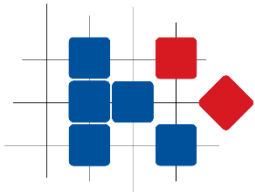


CROATIAN REGULATORY AUTHORITY
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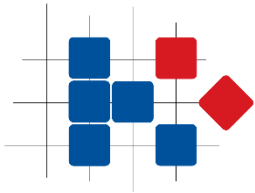


Digital accessibility for all

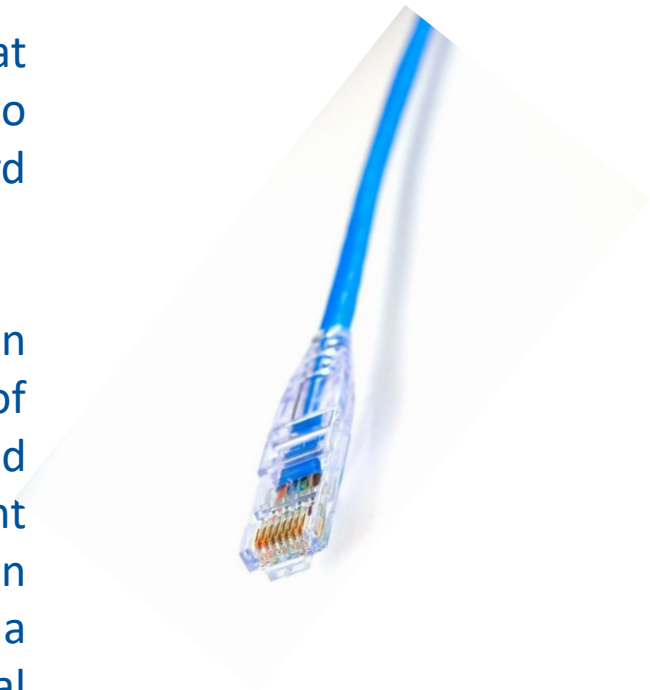
Budva, Crna Gora
27th of September 2021

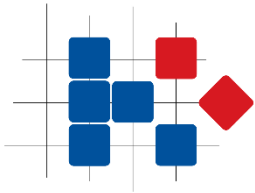


- Croatian Regulatory Authority for Network Industries (HAKOM), Regulatory independent and non-profit body for the field of electronic communications and acts in the interest of all interested groups, in accordance with the laws (by-laws) for the implementation of which HAKOM is responsible:
- Electronic Communications Act (ZEK; OG 73/08, 90/11, 133/12, 80/13, 71/14, and 72/17)
- Ordinance on the manner and conditions of performing the activities of electronic communications networks and services (OG 154/11, 149/13, 24/15, 42/16 and 68/19)

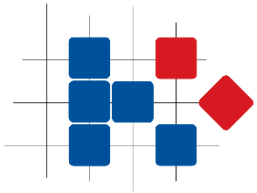


- Access to universal services
- A special retail package with data transfer rate of at least 4 Mbit/s will be available to all users who do not have the technical ability to use standard packages
- End users that belong in socially vulnerable group, in addition to the minimum available transfer rate of 4Mbit/s (MAXnet mini package), will also be entitled to a 50% discount on that package, a 50% discount on the unlimited traffic option fee and more than 50% discount on public telephone service using a special package HALO Super 30, without contractual obligation





- Operators' obligations; within the technical possibilities, they must provide persons with disabilities with:
 - equal access to public communications services
 - Universal service operators must offer devices that enable persons with impaired hearing to make calls that are equivalent to voice calls, but by means of a text message or some other visual interface at a price not exceeding the price of an equivalent voice call with a view to achieving the equivalent level of accessibility of public communications services to disabled persons
 - the possibility of receiving subscribers' contracts and invoices in customized forms
 - access to customer services and staff specially trained for working with persons with disabilities
 - access to emergency services for the deaf
 - increase of the accessibility of information on prices and performances of devices shown at the operator's store

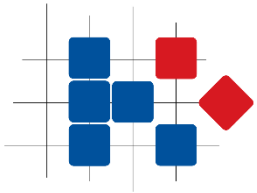


- Analysis of digital accessibility of selected operators' websites

- HT
- A1
- Telemach
- Iskon
- Optima

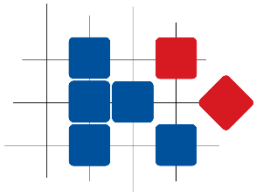
hakom.hr





- An accessible window into the world of information on telecom operators' offers, <http://usluge.ict-aac.hr/pristupacni-web-2/>





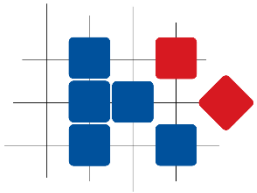
CROATIAN REGULATORY AUTHORITY
FOR NETWORK INDUSTRIES

ACCESSIBLE MOBILE SOLUTIONS

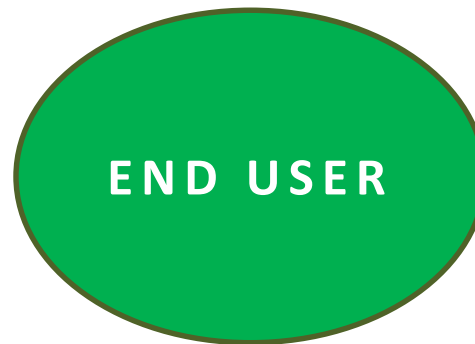
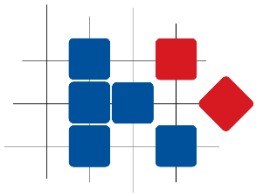


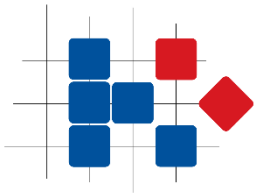
https://www.hakom.hr/UserDocImages/2020/dokumenti/Methodologija_za_razvoj_pristupacnih_mobilnih_programskih_rjesenja.pdf



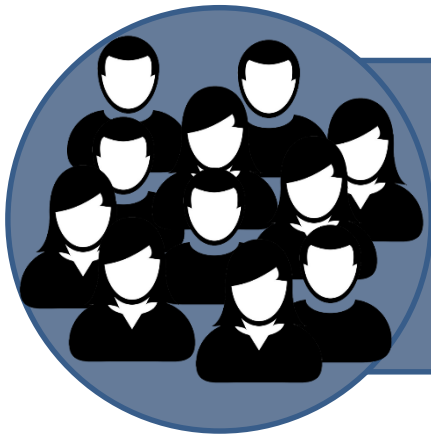


<http://usluge.ict-aac.hr/susretnica-test/>





THANK YOU FOR YOUR ATTENTION!



Gordana Kulišić