



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

**DIREZIONE TUTELA DEI CONSUMATORI**

**DISABLED USERS PROTECTION  
in the Electronic Communications market  
by the Italian NRA**



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## Agcom Resolution n. 79/09/CSP

- ✓ To guarantee to the users the right to get a suitable and satisfactory assistance
- ✓ To get a progressive improvement of the quality of the service

To assure the usability of the service to the disabled users (deaf people).



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## Rules foreseen for assistance of deaf customers

- ✓ Electronic communication operators' should anyway guarantee deaf users direct access to the inbound customer care service, by means of at least two of the following textual/visual channels
  - a) Chat and SMS, providing real time answers to the user request
  - b) Fax and e-mail, providing postponed answers (anyway to be provided within two hours)

**IF NOT, OPERATORS SHALL SUPPORT THE RELAY SERVICE  
HANDLED BY DEAF PEOPLE ORGANIZATION (ENS)**



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## Agcom Resolution n. 514/07/Cons

- ✓ innovative rules for the protection of disabled users outside the mechanism of Universal Service Funding
- ✓ all the operators have to contribute to the provisioning of specific services: in this way disabled users have the same "**right of choice**" of the other users to fulfill their **equality**
- ✓ they can choose between all market operators and among all the available services (fixed, mobile, Internet), **to find those that fit the best their communication needs**



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## The contribute of the Associations for Agcom Resolution n. 514/07/Cons

- ✓ The Associations representing disabled categories provided valuable information on the practical difficulties that deaf and blind users face in the use of communications services
- ✓ Operators must cooperate with the representative Associations to make deaf and blind users aware of the rights provided by the new rules
- ✓ The Associations constantly report to Agcom application issues or violations of the rules
- ✓ In 2009, AGCOM obtained a prize by the Ente nazionale sordi (ENS) for the effective protection that results from these rules



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## The new rules for deaf users

Deaf users have difficulties using voice services, so AGCOM provided

*on fixed lines: exemption of payment of the fee of the residential universal service;*

*on mobile lines: all operators must prepare each year a specific offer for providing at least 50 free sms per day, on net and off net, and the best prices for all data services.*



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## The new rules for blind users

**Blind users have difficulties in connecting to the Internet** (for which they often use text-to-speech systems, requiring long connection times), so *all operators, no matter what type of offer and speed of navigation chosen by the blind users, must recognise 90 free hours of Internet access per month or 50% discount on Internet connection in case of flat or semi-flat offers.*





AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## Disabled users protection on the public TV

Public TV must ensure:

- Subtitles and LIS in television news
- Progressive increase in programming accessible by disabled users (LIS, subtitles, telesoftware, audio-described programs)
- Promote technological research in order to offer more accessible programs for disabled users
- Take part in the permanent confrontation on social programming
- Monitor the quality of the programs for disabled users





AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## **April 16, 2012: *New Service Charter for overcoming communication barriers***

(AGCOM, CNU and representative Associations on the occasion of the new digital Agenda)

The adoption of the Charter by the service providers is a responsible choice for the needs of people with disabilities in all areas of communication and it will be strategic to catch the opportunities of Digital Agenda



AUTORITÀ PER LE  
GARANZIE NELLE  
AGCOM COMUNICAZIONI

DIREZIONE TUTELA DEI CONSUMATORI

## ***New Service Charter for overcoming communication barriers***

### **Fundamental principles:**

- non-discrimination, accessibility, continuity, participation in the design and evaluation of the services, good practices

### **The Charter also provides:**

- Training meetings
- Technological solutions
- Organization



**AUTORITÀ PER LE  
GARANZIE NELLE  
COMUNICAZIONI**

**DIREZIONE TUTELA DEI CONSUMATORI**