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The consumer perspective on eAccessibility standardisation

- **Established on the initiative of national consumer organisations and public authorities**
- **Co-funded by the European Commission and EFTA in 1995 – consumer organisations contribute 'in kind'**

Mission



- **Ensure a high level of protection**
- **Ensure public interest representation**
- **Counterbalance the industry view**
- **Promote new concepts such as accessibility**

Tool for public policy objectives:

- **Better accessibility to ICT**
- **Better Quality of Service**
- **Better reliability of ICT services**
- **Better information on ICT services**

ANEC experience



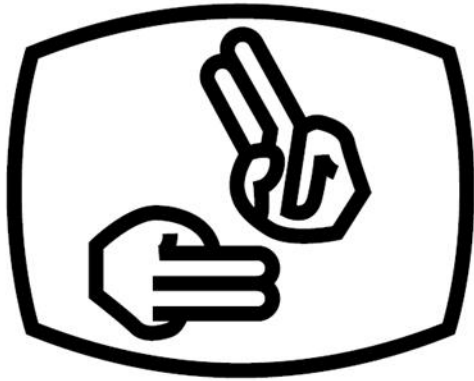
**Web Accessibility Initiative of W3C[®] WORLD WIDE WEB
c o n s o r t i u m**

ISO/IEC JTC1 eAccessibility

ETSI Human Factors TC

EC mandate 376

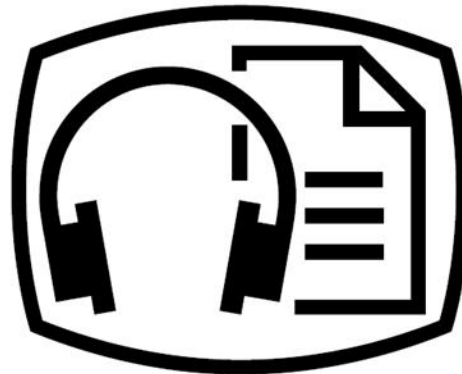
Access Symbols Project



Signing



Spoken command



Audio Description

ES 202432

Consumer challenges

Many eAccessibility standards are informal standards

Stakeholders' balance in working groups

Technical expertise and considerable budget/time must be available to influence standards

Implementing Art. 9

Standardisation is essential, but not sufficient, to achieve eAccessibility

There is a clear need for implementation mechanisms of standards

Public funding for consumers participation must be ensured

Mandatory secondary legislation may be needed

Thank you for your attention!

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