1. Do you have a disability that affects your ability to access or send information using digital information and communications technologies? (delete one, please)

1. No
2. NO
3. No
4. Yes

5. No
6. No

7. No
8. Yes
10. Yes
10. No
11. No
12. Yes
13. No
14. No
15. No

2. Which disabilities that affect one's ability to use those technologies do you feel knowledgeable about? (Please list all you feel appropriate.)

1. Either congenital or acquired:
   - cognitive disabilities, language and learning impairments, relational and psychiatric disorders, … (particularly referring to mental retardation, autistic syndromes and dyslexia);
   - sensorial disabilities (blindness and deafness)

2. I am learning.

3. No answer

4. As a specific, there are some people (and in due course more and more) whose disabilities involve meeting challenges of continuous or steady *stress* states which affect/impact *access* even apart from e.g. hardware and software characteristics.

5. The work of the International Telecommunications Union takes into account oral, aural, and visual dexterity in telecommunications.

6. Blindness and hearing loss, full or partial; Mental handicaps.

7. Cognitive but also other groups

8. I feel knowledgeable about most sensory (vision, hearing, speech disabilities) and physical disabilities (gross and fine motor), as well as intellectual disabilities and mental illness disabilities.

9. Multiple Sclerosis
Poor eye eight
UCP
Epilepsy
Learning Disabilities

10. CP, MS, Spinal cord injuries, Paraplegics and Quadriplegics, The aging population.

11. No answer

12. Visual impairment (blindness/partial sight)
Hearing impairment (deafness/hard of hearing)
cognitive impairment
learning disabilities
dislexya

13. It is not appropriate to say that THIS disability affects more than THAT disability. All people with disabilities, older persons, people with temporary disabilities etc. share some problems to use ICT.

14. Visual impairments

15. physical including sensory, communicative, intellectual, socio-emotional, multiple

3. What do you believe are the most important access needs or

issues for those technologies with regards to the disabilities you know well? (Please list those needs or issues.)

1. Main issues:
   - copyright limitation to content access, on which other forms of representation may be built
   - copyright limitation on alphabetic resources such as symbols set for AAC systems (i.e. PCS, Bliss, Picto, Rebus, ..)
   - proprietary format for document produced by applications, incompatible to each other
   - cost of apparatus, often specifically developed for a small number of persons or specialized applications
   - closeness of contents

2. I believe that rather than focusing on a very complicated goal of complete inclusivity which requires “specialties’ to understand and implement, my greatest value will come in broadening the general understanding of inclusivity needs and solutions so that communities that have committed to a stated objective of Digital Inclusion can implement scaleable programs that start to better serve people with disabilities.

3. Enabling people who lack mobility to work from a place other a designated primary place of employment, such as their home. The technologies need to be portable so they can be brought to the people with disabilities instead of those people having to go to them.

4. thanks, good opportunity to highlight with focus - I can speak of persons with pain, myself and others, part of whose life is an almost constant even militant self-monitoring to cope with pain's intrusiveness. I wonder if you think there could be advance organizers and other interstitual focussing tools or technolgies which assist in rising above the sometimes clouds of unwanted other-than computing stimuli which inherently preent *noise* factors?

5. The ITU is advocating a principle of "total conversation." A Total Conversation service is an audiovisual conversation service providing bidirectional, symmetric, real-time transfer of motion video, text and voice among users in two or more locations. Support for accessibility needs should be designed from the inception of systems, rather than

retrofit.

There is a need to have equal access to telecommunication services for
all. Examples of areas for improvement include:
 - difficulty with volume levels on phones, hearing aids being useless with some phones and the newer text-to-speech systems;
 - difficulty interacting with speech recognition systems, especially those that provide the user absolutely no option to use an alternative input method.

6. Inbuilt facilities in ICT products, (a) Braille type to assist the blind, (b) hearing aid mechanisms for the hearing impaired and (c) simpler computer techniques to induce comprehension in the mentally challenged.

7. Different for different groups such as
Blind - information in Braille
Deaf - sign language
Hard of hearing - tele-loops or similar when appropriate
Intellectual - easy to understand
Dyslexia - specially adjusted spell check programs
Mobility - key board programs with individual adaptations

I think this is to some extent is described in ISO Guide 71 and CEN Guide 6.

8. The most important access needs are as follows:

Vision disabilities:

-- accessibility of web sites

--accessibility and usability of device interfaces (including cell phone screens, and all other menu driven communications devices, in addition to interfaces for workplace equipment, and home appliances including televisions and monitors)

--accessibility of television programming (availability of video description)

--billing and customer services in alternate and accessible formats (e.g., pay by phone from bank account, bills in large font or Braille or by email)

--affordability

--transition to digital television (are distributors of television and providers of video programming developing digital television devices and programming with the capacity to output video description for persons with vision disabilities)

Hearing disabilities:

--conversion of audio outputs from any source into text (e.g., captioning of any digital or analog sound such as on television, and in the future from digital radio)

--signaling of emergency sound alarms (e.g., fire alarms and sirens simultaneously manifesting as flashing lights or vibrating devices, or text outputs of emergency information)

-captioning on television (availability, pass through by television distributors, re-formatting and availability of captions when video material migrates to Internet Protocol)

----transition to digital television (are distributors of television and providers of video programming developing digital television devices and programming with the capacity to include and pass through available closed captioning for persons with hearing disabilities)

--hearing aid compatibility (of wire line, including cordless phones, wireless phones and other

--accessibility of telephony (including all forms of telecommunications relay services such as TTY relay, IP-Relay, Video Relay, Speech-To-Speech relay, Hearing Carry Over, Voice Carry Over, Captioned Telephone services, and other)

--accessibility of emergency communication services, such as 911 or other First Responders, to the inputs from persons with hearing disabilities (e.g., accepting TTY calls, accepting calls through relay

services, accepting calls via wireless text messaging, other text-based inputs)

--affordability (including fee waivers for unused services (e.g., the charge for voice telephony when the subscriber only needs text-based messaging service)

Physical disabilities:

--ability to use communications devices by persons in wheelchairs (e.g., attachment capacity, adaptive and assistive equipment)

--location and placement of communication devices (e.g., reachability, maneuverability)

--affordability

Intellectual disabilities:

--usability of equipment and services (e.g., intuitive interfaces involving minimal number of steps and memory,

--providers willingness to make adjustments in telephony and television service packages (e.g., an easy to remember phone number, blocking of long-distance or other numbers, custodial billing services, reduction in aggressive marketing tactics, personalized contract adjustments such as fee waivers for unused services)

--affordability

Mental disabilities:

--providers willingness to make adjustments in telephony and television service packages (e.g., an easy to remember phone number, blocking of long-distance or other numbers, custodial billing services, reduction in aggressive marketing tactics, personalized contract adjustments such as fee waivers for unused services)

--affordability

9. The ability to understand vocal technology when it is speaking is

essential. Many of the programs are not understandable. Typing Programs so not assist people properly when typing. Many times they cannot recognize an individual's voice even after programming them resulting in incorrect documents. Internet browsers and websites should be ADA Compliant so individuals with disabilities can access the information on them.

10. The need to have high speed , Internet connections, WiFi and BroadBand.
Our Technology at SmartHome1 will enable the disabled to go to work from their home or any location and become a part of society and give meaning to their lives.
Our Technology allows the client to also access all home controls from their Wheel Chair- Lights, Automatic Doors, Remote Security Camera, TV ,Stereo
Emails , Surfing the Web All from a single touch of a button, hand movement or even a blink of their eye they would be able to send and receive emails and surf and web. Our Mobile units will allow the client access from any where in the world using Broadband.

11. The most important access is the price ! Many people think about it, do things, but they are so few that the prices are not accessible for all.

12. free access to information
availability of information in appropriate accessible and/or alternative formats
availbility of appropriate assistive technologies
Availability of sign language and speech-to-text reporting
Easy-to-read and easy-to-understand content
Design for All criteria applied to hardware and software

13. The most important is accessibility and usability of government website. Nowadays many government services are provided via the Internet. If there is accessibility related problems or lack of usability, many people cannot use such services.

14. Standardization of Windows programs
Information from Windows operating system

15. For children,
lack of voice in decision-making (reliance on knowledgeable adults who do not share their challenges affects access),
reliance on health and education systems for evaluation and monetary support,
changing needs as development progresses (e.g. movement from low tech early assistive devices to high tech or increasingly complex high tech devices),
cost, and
in developing countries, add
electricity or constant power source,
access to knowledgeable professionals,
access to education and habilitation services for learning to use technology.

4. What variables or indicators would you recommend we include as part of a Disabilities Digital Inclusion Index to measure how well a given country ensures that Article 9 of the Convention is implemented effectively?

1. - I think that article 9 should avoid the risk of a “traditional bias” on sensorial disabilities. Cognitive disabilities (important also for aged people) should expressively referred and considered (as it happens for blindness and deafness which have two commas dedicated to them).

- Two lines of indicators could be included: a “de jure line” and a “de facto line”

a) the “de jure line” could consider:
    a. the texts of different countries’ laws analysing special keywords (accessibility, disability, …) and their semantic relationships
    b. the occurrences of constrictive or optionally prescriptive verbs in laws’ texts (“must” versus “can”).
    c. the adherence of national laws to the recognized international standards of accessibility, such as those listed by W3C
b) the “de facto line” could consider:

a. the number of people with disability attending primary school, secondary school and university
b. the number of people with disability with a regular job or with a public charge (possibly organized into gross areas)
c. the number of people with disability which participate with personal contribution to web contents (forum, blog, personal web pages, wiki or other active forms,…)

2. Scalability, Sustainability, Penetration. ie. How much impact does the program have?

3. No answer

4. As in all our discussions during the series of AdHoc Meetings at the U.N., we tried and still are trying to emphasize that it is a two-way street. Both encoding and decoding, sending and receiving facilities are needed, not just more passive (even though appreciative) access to what is already there. To be part of "the conversation, the dialogue" on equal bases, and in real time.

5. a.) Percentage of public services that are reachable through alternative
means (e.g., TTY, e-mail, text chat, etc.)

b.) List of incentives that are put into place to encourage (or force) compliance to laws or guidelines, and identification of the steps that are taken to put such guidelines in place.

c.) Techniques for measuring effectiveness or "correctness" of implementation. For example, one could assess how well a telecommunications technical standard covers accessibility needs using
the accessibility check list at
http://www.itu.int/ITU-T/studygroups/com16/accessibility/docs/tacl.pdf
.

d.) What regulatory support is given in the implementation of International Standardization? For each country, identification of how

the use of these types of guidelines (ITU, ISO, etc) are taken into account in the development and adoption of the national standards, and
the incorporation of these accessibility-aware standards into regulations and legislation.

e.) Identification of educational requirements for learning about disabilities in preparing for diplomae and certifications of designers of new emerging technologies.

6. The number of handicapped persons benefitted, the types and range of services covered, whether the the assistive or inclusive features have been user-friendly, customer-centric and cost-effective.

Setting up of Coordinating and Monitoring Nodal Agencies by participating Governments, to report periodically to G3ict Forum, particularly on sub clauses 2 (f), (g) and (h) of Article 9 would be helpful.

7. Number of complaints
Cases brought to court
Surveys of action programs at national, regional and local level
Surveys of web-sites

8. --number of complaints received by regulatory agency including number of complaints that are disability-related

--do they count separately and monitor disability-related complaints, such as about lack of closed captioning, lack of relay service, lack of hearing aid compatibility, etc)

--is there a mandate, or other regulatory regime, for telephone relay services for deaf persons? For persons with speech disabilities?

--is there a mandate, or other regulatory regime, for closed captioning on television?

--is there a mandate for accessibility and usability of communications equipment that includes alternate format billing service, customized

consumer contracts or other special services to meet and address specialized needs?

--what enforcement steps have been taken to ensure any mandates have been met?

--what regulatory agencies are involved in ensuring accessibility and usability of communications equipment?

--are disability-based consumer groups present in any rulemakings for the telephone and television and other communications industries? How so?

--are there wireless, wire line, including cordless phones in the marketplace, that are hearing aid compatible? How many? Which makes and models?

--what is the number of manufacturers of phone devices (wire less and wire line including cordless) that have made a commitment to designing for disability accessibility by having a unit or division in their company that focuses on these needs?

--what is the number of manufacturers of communications equipment including software and information technology infrastructure companies that have made a commitment to designing for disability accessibility by having a unit or division in their company that focuses on these needs, or the company leadership has established a top-down commitment to this agenda?

--what companies have taken up a CEO leadership initiative for inclusivity of persons with disabilities by establishing a top-down commitment to designing, developing and fabricating their products and services to ensure inclusivity of their products for persons with all types of disabilities?

9. A report card should be given to each country so they could state specifically how they are improving technology to make it disability ready. They should also be given a form to report statistical analysis as to how their improvement has enhanced such areas as tourism because information can now be sought. How they are offering more individuals employment opportunities in the technology field should

also be noted.

10. Once the internet is opened up to the client they will have unlimited resources available to them.
Including Voice (VOIP) and Video Conferencing which will allow them to have face to face meeting with anyone any where in the world.

11. Article 9 point 1.(b)
Article 9 points 2.(a), (c), (e), (f), (h)

12. accessibility, affordability, availability, awareness, appropriateness
existence of framework legislation on accessibility for all
standardization and interoperability of products and services
direct access to public and private websites
direct access to information and communication products, services and systems

13. I recommend to measure government websites from the view of compliance with web content accessibility guideline.

14. Availability, affordability of PC's and internet access

15. For children,
lack of voice in decision-making (reliance on knowledgeable adults who do not share their challenges affects access),
reliance on health and education systems for evaluation and monetary support,
changing needs as development progresses (e.g. movement from low tech early assistive devices to high tech or increasingly complex high tech devices),
cost, and
in developing countries, add
electricity or constant power source,
access to knowledgeable professionals,
access to education and habilitation services for learning to use technology.

5. Which information sources do you know that could be used to give us a sense of how well your or any other country ensures that Article 9 of the Convention is implemented effectively?
(Please list all you feel appropriate.)

1. Referring to the “de jure line”: texts of countries’ laws
Referring to the “de facto line”:
- Statistical social studies referring to the composition or balance of central and peripheral administrations, ….
- Statistical studies on web content production and use

2. I don’t know.

3. No answer

4. As a first cut, I would venture that the early computational literature on "user friendly systems" might be helpful. Some of this still-expanding corups was associated with "the office of the future" and "paperless society" ideas (!). I happened to work on "User-Friendliness" projects both in academe and industry.

5. As a participant on behalf of an IGO, I am not in position to provide an answer at this time.

6. The concerned Ministries of the various Governments. In case of India, for example, The Ministry of Social Justice and Empowerment is concerned with the provision of facilities to handicapped persons in order to make them functionally independent and productive members of society. In regard to provide greater focus on the work relevant to G3ict Forum, The Ministry of Information Technology will need to be involved heavily and hence will also need to be contacted.

7. Surveys to consumer groups
Surveys on websites
Cases brought to court or human rights institutions

8. American Association of People with Disabilities (AAPD) can assist with resources and entities that should be able to answer the questions for USA.

National, preferably independent, regulatory agencies in the states.

Consumer advocacy organizations that monitor regulatory activity.

Manufacturers of television devices.

Telephone (wire line and wireless and paging) services providers.

Television distributors (TV stations, cable companies, satellite companies).

Providers of aggregated communications infrastructure services.

9. American with Disabilities Act
Fair Housing Act
Department of Labor
HUD
Section 504
IDEA

10. Our Technology is in use in 14 different countries , We would have to discuss each country on an individual basis.

11. Everything we can reed on Internet.
Contacts with associations

12. Governmental information services
statistics
user and consumer organisations
specialised transnational bodies
industry

13. Japan already satisfies some of (NOT ALL) of the requirements. USA is more advanced than Japan.

14. No answer

15. Where they exist, special education statistics, but, in developing countries this data and services are largely non-existent
Health care statistics, but again, in developing countries, these are not always reliable
Disabled Persons Organizations (DPOs)

6. What country or countries do you think you can speak authoritatively about in regards to this matter? (Please list all you feel appropriate.)

1. - ITALY

- I have a PhD in Computer Science, a degree on Bioengineering and a degree on Clinical Psychology.

- I am professor:
a) of “Computational Linguistics” and “ICT for Disability” at Politecnico di Milano (ITALY),
b) of “Human Computer Interfaces” and “Computational Linguistics” at Università della Svizzera Italiana (CH)

- As delegate of the Chancellor of Politecnico di Milano:
a) I am responsible for the situation of disability at Politecnico di Milano (students and workers)
b) I cooperate with the national committee for the inclusion of students with disability during their academic studies and their first year of job.
c) I have been involved in special programs related to inclusion and accessibility with government, public and private organizations (either national or international).

- My research activity is specifically devoted to:
  - ICT for cognitive and sensorial disability
  - Accessibility based on multimodal interaction
  - Computational Linguistic and language disorders

I pay a particular attention to psycho-pedagogical aspects and to methodologies based on multimedia technologies for mental retardation and autistic syndromes.

2. I am not an authority but I still hope to have positive impact in the long run

3. No answer

4. Again good questions, and I would say: All. (Each and) All know where they were, are, and wish to be - better than any other countries and cultures know.

5. As a participant on behalf of an IGO, I am not in position to provide an answer at this time.

6. I have had some interaction with a few of the Commonwealth countries, but cannot claim to be able to speak authoritatively on any of these countries!

7. USA and EU countries, Japan and Canada.
South Africa has a new legislation

8. USA
UK
Australia
New Zealand
Canada
France
Germany
Japan
Korea
South Africa

Any country with a national independent regulatory authority for telecommunications.

9. United States

10. The US and Most of Europe.

11. France ?

12. None

13. I am just a university professor, therefore, has no authority to speak but can express my personal observations and opinions.

14. US

15. US, many developing countries in Africa, some developing countries in Central and South America, a few developing countries in Asia.