

**ACCESS AND USE OF TELECOMMUNICATION AND BROADBAND SERVICES FOR
PERSONS WITH DISABILITIES AND WITH SPECIFIC NEEDS**

The 39 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

CONSIDERING:

- a) Resolution 70 (Rev. Hammamet, 2016), approved by the World Telecommunication Standardization Assembly (WTSA), on Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs.
- b) Resolution 175 (Busan, 2014), approved during the 2014 ITU Plenipotentiary Conference (PP14), on Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs.
- c) The Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF), coordinated within the sphere of the ITU-T.
- d) That one of the objectives of PCC.I for the 2018-2022 period, in accordance with Resolution CITEL/RES. 85 (VII-18) approved during the VII Regular Meeting of the CITEL Assembly, is to promote the exchange of information and best practices that stimulate the production of regulations on accessibility for persons with disabilities and with specific needs, as well as from a gender perspective, in telecommunications/ICTs.

DECIDES:

- 1. To invite Member States to respond to the questionnaire in the Annex to this decision.
- 2. To request that Member States send the information listed in the Annex to the Rapporteurship on Broadband, Universal Access, Digital Inclusion, and Gender Equality, Neil Checo (ncheco@centroindotel.gob.do) and Fernando Latterza (fernandol.oliveira@telefonica.com), to present the results of the consultation at the 40 Meeting of PCC.I.
- 3. To instruct the CITEL Secretariat to distribute the questionnaire to the Member States, setting January 31, 2022 as the deadline for their response.

¹ CCPI-TIC/doc. 5116/21

ANNEX TO DECISION PCC.I/DEC. 322 (XXXIX-21)

ACCESS AND USE OF TELECOMMUNICATION AND BROADBAND SERVICES FOR PERSONS WITH DISABILITIES² AND WITH SPECIFIC NEEDS³

QUESTIONNAIRE

1. Which actions regarding access to telecommunication services have been applied by government or regulatory authorities to promote facilitate the management of requests for information, handling complaints from users with disabilities and with specific needs, as well as physical accessibility and preferential assistance at customer service facilities?
2. Has there been any promotion of regulations or legislation that encourages the creation of subsidies, tax exemptions or particular benefits for users of telecommunication services with disabilities and with specific needs? This goes for both services and terminals or devices.
3. Have telecommunication service providers defined internal policies to provide benefits, discounts, and specialized services to serve users with disabilities and with specific needs?

² **Persons with disabilities:** means individuals who have long-term physical, mental, intellectual or sensory disabilities, which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. The correct way to refer to a person with a disability. (Source: ITU Glossary - D. ICT Accessibility - 2021 - “Towards building of inclusive digital communities. ITU toolkit and self-assessment for the ICT accessibility implementation”, page 97. – available at <http://handle.itu.int/11.1002/pub/818259af-en>)

³ **Person with specific needs:** includes persons with disabilities, persons who are not literate, those with learning disabilities, children, indigenous people, older persons with age-related disabilities and anyone who has a temporary disability. (Source: ITU Glossary - D. ICT Accessibility - 2021 - “Towards building of inclusive digital communities. ITU toolkit and self-assessment for the ICT accessibility implementation”, page 97. – available at <http://handle.itu.int/11.1002/pub/818259af-en>)