

**Questions for the Regional Consultation  
and Inputs for Preparatory Work for the  
Meeting **Accessible Americas IV**:  
*Information and Communication for ALL***



**Keynote:**

We kindly ask you to read the Questions carefully and provide the best possible related information that you can, considering your organization/institution/company's achievements and views. Your inputs will contribute to make a better assessment of the achieved progress in the Americas region and will enrich the discussions during the event in Costa Rica next November. Your answers can be as long as necessary and you can return the form in a PDF format to ensure the accuracy of the information provided.

**Thank you for your collaboration!**

**Background**

From 12 to 14 November 2014, the participants in the Accessible Americas: Information and Communication for ALL regional conference, held in Sao Paulo, Brazil, shared challenges and best practices for promoting ICT accessibility. As a result of the discussions facilitated by ITU, which put together regional governments representatives, intergovernmental agencies, regional organizations, civil society, organizations representing persons with disabilities and the private sector, it was developed a set of guidelines including principles and actions needed to support implementation of ICT accessibility in the Americas Region, aiming at encouraging all relevant stakeholders to become leaders in promoting ICT accessibility within their respective working areas.

During the following regional meeting on ICT accessibility, held in Medellín, Colombia, from 4 to 6 November 2015, presented a milestone opportunity to deepen the regional commitment towards removing barriers faced by persons with disabilities and achieving an inclusive society through the development of concrete actions and changes on the ground, and the mainstreaming of accessible ICT in the regional telecommunication agenda framework.

In November 2016 "**Accessible Americas III**" was hosted in Mexico City, Mexico, from 28 to 30 November 2016, at the kind invitation of the Telecommunication Federal Institute (IFT). The event focused on the importance of promoting accessibility policies; motivating policymakers of these policies, regulators, industry and academia; and encouraging all the stakeholders concerned to work together with PwD in the expansion and inclusion of accessibility in all processes: legal framework; public access to ICTs; movable communications; television and video programming accessibility; web accessibility, mobile telephony, and public procurement of accessible ICTs. As a result, a compilation of "Good Practices and achievements in ICT Accessibility in the Americas Region" was prepared with the inputs attained from the questionnaire circulated in early 2016 and contributions from the participants of the event.

The number of contributions received in response to the questionnaire in 2016 was far short of our expectations and we would like to have a relevant increase in the number of contributions in 2017 as to allow us to present in Costa Rica a more realistic scenario in terms of good practices and achievements in ICT accessibility in the Americas. The results of initiatives and projects already successfully implemented must be shared and can be valuable to many others that have not yet achieved desired goals.

To this end, "**Accessible Americas IV**", which will be hosted in San José, Costa Rica, from **15 to 17** November 2017, at the kind invitation of the Costa Rican regulator, Superintendencia de Telecomunicaciones (SUTEL), will reinforce the importance of the work of stakeholders in ensuring ICT accessibility for all and will continue to divulge ITU willingness to assist its Members in preparing and implementing ICT accessibility policies and strategies and provide suitable training.

The present questionnaire form is intended to collect inputs from all relevant stakeholders and thus, not only to enable them to share their challenges and experiences but also to contribute to a

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regional report, which will be presented in the next venue of Accessible Americas IV and will contribute to the outcomes of the Meeting. The inputs should be submitted via email to: [Americas.accesible@itu.int](mailto:Americas.accesible@itu.int), copying [Vera.Zanetti@itu.int](mailto:Vera.Zanetti@itu.int)

The objectives of this report are to provide a regional summary on the policy commitments countries are undertaking in regards to ICT accessibility; to identify some of the major emerging trends and examples of commitments that add relevant values to make ICTs accessible; to highlight best practices that can inspire other countries to tackle new challenges; to encourage all stakeholders to a multilateral partnership and to play a leadership role in making ICTs accessible for all. The questions are almost the same of the questionnaire shared in 2015 and 2016 and we hope that the number of contributions significantly increases in 2017 as to allow us to present in Costa Rica a more precise scenario in terms of the developments and advances achieved. In case the Regional Initiative proposed by the countries of the region during the preparatory meeting for the World Conference (WTDC-17), held in Asunción, in February 2017, is confirmed during the WTDC-17, the contributions of the questionnaire may serve as reference to the work of the ITU for the period 2018-2021.

**We thank you in advance for your collaboration!**

**Questions**

1. What are your (organization/institution/company) **major achievements** in implementing ICT accessibility policies in line with the U.N. Convention on the Rights of Persons with Disabilities and the Principles and Guidelines stressed on the Declaration document of the first Accessible Americas Meeting?
2. What were your (organization/institution/company) **major challenges** faced in implementing ICT accessibility policies in line with the U.N. Convention on the Rights of Persons with Disabilities and the Principles and Guidelines stressed on the Declaration document of the first Accessible Americas Meeting?
3. What approaches, steps or specific measures have proven to be **most successful** in promoting ICT accessibility for your (organization/institution/company)?
4. According to your experience which of these specific approaches, steps or actions should be a **priority** to facilitate and accelerate the goal of achieving an inclusive society in Americas Region in line with the objectives of U.N. Convention on the Rights of Persons with Disabilities and the 1st Accessible Americas Declaration document?

5. What **concrete actions have been implemented** by your (organization/institution/company) to improve the quality and availability of accessible ICTs products and services for persons with disabilities?

6. What has been done by your (organization/institution/company) to **strengthen the awareness** of national stakeholders to upgrade knowledge, develop their expertise and skills to promote ICT accessibility policies and programmes?

7. In addition to the actions identified before, are there any **other elements or actions** in your (organization/institution/company) **agenda as immediate next steps** to contribute to the implementation of ICT Accessibility in Americas Region?

8. In your view, and according to your experience **what more your company/institution/organization can do** in order to promote the goal of ICT accessibility in your country.

9. In your view and according to your experience **what more other stakeholders** (a. civil society including organizations of persons with disabilities and other NGOs; b. international organizations; c. telecommunication agencies and d. academic institutions) **should/could do** in order to promote the goal of ICT accessibility in your country/Americas region.

10. Please indicate if there is **any specific issue/suggestion** that you would like to bring to the attention of the participants to Accessible Americas IV, which can help to promote and accelerate the implementation of ICT Accessibility in your country/region.

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**The following questions are addressed to the Administrations and/or Managers of the Universal Services Funds for Telecommunications**

11. What is the effective total amount of the assets of the Fund available for accessibility projects and programmes? In USD \$

12. What percentage of the Fund's assets, effective and available, is committed and in implementation of accessibility projects (planned and implemented)?

13. How many projects include within the technical criteria, the explicit incorporation of attention/care to people in vulnerable condition? And what is the budget?

- |                             |                           |                      |
|-----------------------------|---------------------------|----------------------|
| a. Persons with Disability: | Number of Projects: _____ | Budget: USD \$ _____ |
| b. Elderly:                 | Number of Projects: _____ | Budget: USD \$ _____ |
| c. Indigenous People:       | Number of Projects: _____ | Budget: USD \$ _____ |
| d. Gender:                  | Number of Projects: _____ | Budget: USD \$ _____ |

**Please identify yourself:**

\_\_\_\_\_  
(Name of your organization/institution/company)

\_\_\_\_\_  
(Country where it is based)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(title/post)

\_\_\_\_\_  
(telephones)

\_\_\_\_\_  
(e-mail)

\_\_\_\_\_  
(core business/mandate)