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| INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2009-2012 | **Joint Coordination Activity on Accessibility and human Factors (JCA-AHF)** |
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| **Title:** | Presentation made by Gunnar Hellström, Omnitor, REACH112 at the World Standard Cooperation Workshop (ITU ISO IEC), Geneva, 3 – 5 November 2010 |

Mr. Hellstrom made his presentation called “Total Conversation – from user need to implemented Universal Service” in the break-out group “eAccessibility and eInclusion”, which was organized and led by ITU.

Full details of the event can be found at:

<http://www.iso.org/sites/WSC_Accessibility_2010/index.html>

