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This document is submitted for information.

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| Telecommunication Development Sector  Study Groups | |  |
| Second Meeting of ITU-D Study Group 1 | |  |
| Geneva, 5-9 September 2011 | |  |
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| Question 20-1/1: Access to telecommunication services and information and communication technologies (ICTs) by persons with disabilities | | |
| SOURCE | Vice-Rapporteurs for Question 20-1/1 | |
| TITLE | Report of the Rapporteur Group meeting on Question 20-1/1 (Geneva, 7 September 2011) | |
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1. Adoption of the agenda

Vice-Rapporteur for Question 20-1/1, Mr Faruk Güven, Türk Telek Group, Turkey, opened the meeting by welcoming all collaborators and participants, and noted that he had been requested by Study Group 1 Chairman, Ms. Roxanne McElvane, to co-chair the meeting with Vice-Rapporteur Mr Abdoulaye Dembelé (Mali) in the absence of the Rapporteur, Ms. Clara Luz Alvarez, Mexico who had recently had a baby. Vice-Rapporteur Güven introduced the other Vice-Rapporteur present at the meeting, Mr Michel Lemaitre (Viable France, France) and thanked the BDT Focal Point for her support. The two other Vice-Rapporteurs from Cameroon and Japan were unable to participate in the meeting.

The agenda, available in document [1/OJ/17 (Rev.1)](http://www.itu.int/md/D10-SG01-OJ-0017/en), was adopted without change.

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1. Presentations on Accessible Mobile and Accessible TV

Mr Axel Leblois, Executive Director of G3ict, invited by the Rapporteur as an expert, presented [document 1/118](http://www.itu.int/md/D10-SG01-C-0118/en), “Mobile Accessible and Assistive Technologies and Services for Persons with Disabilities: An ITU‑G3ict Global Report prepared in Collaboration with CIS”. Before presenting this forthcoming report, Mr Leblois noted that the “M-Enabling Global Summit and Showcase for Mobile Applications and Services for Senior Citzens and Persons with Disabilities”will be held in Washington DC from 5-6 December 2011, inviting all Study Group members to attend. The event is being organized with the Federal Communications Commission (FCC), United States and ITU, and both the FCC Chairman and the ITU Secretary General are participating in the event, which will also include an ITU Membership meeting for North America.

Mr Leblois’ presentation was based on the content of a forthcoming report to be issued by ITU and G3ict before the end of the year on Accessible Mobile Phones. The report will include a description of a number of accessibility features required for people with hearing, vision, speech, dexterity and cognition impairments, many of which may already exist on handsets, although not all users are aware of them. Because there are now over one billion persons with disabilities, according to the latest World Report on Disability published by the World Health Organization, providing accessible mobile handsets and services is a business opportunity that can help operators increase their market share. He noted that there are a number of successful strategies today that have been implemented by mobile operators and the forthcoming report provides detailed information about these. He noted that there is a need to encourage mobile service provides to embrace delivering accessible services, including by putting accessible services on their servers so that accessible features can be provided on handsets that are not expensive. Operators in developing countries, e.g. Egypt, are already doing this. The presentation includes links to a number of You Tube videos, e.g. one about a mobile phone application that reads the value of bank notes so blind users are not cheated when given change.

The delegate from the People's Republic of China commented that the question and the contributions are extremely valuable since disabled people have a right to access ICTs to ensure that their quality of life is improved. China has piloted several projects, including a telephone designed for persons with disabilities and an employment database which is assisting disabled people to find jobs. Vice-Rapporteur Güven requested China to provide a contribution on their practices and their legal and regulatory framework to promote accessible ICTs.

Although Mr Peter Looms, Chairman of the ITU-T Focus Group on Audio Visual Media Accessibility was not able to present document [1/92](http://www.itu.int/md/D10-SG01-C-0092/en), concerning a second forthcoming report to be published by ITU and G3ict on Making Television Accessible, participants were invited to view recordings of his past presentations available at the following URLs: <http://www.itu.int/ITU-D/sis/PwDs/Seminars/Ukraine/Odessa_workshop.html> and <http://dl.dropbox.com/u/4655124/Broadcasting%20and%20IPTV%20Access%20for%20All.m4a>

The forthcoming report identifies the accessibility challenges and solutions for audio visual content and services. Document [1/92](http://www.itu.int/md/D10-SG01-C-0092/en) also highlights the newly launched ITU-T Focus Group on Audiovisual Accessibility which will hold its next meeting on 15 September and run through December 2012. All ITU-D Study Group participants are welcome to join the Focus Group.

1. Review of the main conclusions of the previous meeting

Vice-Rapporteur Güven introduced document [1/57](http://www.itu.int/md/D10-SG01-C-0057/en), a report highlighting the main conclusions of the previous Rapporteur Group meeting held on 12 May 2011, noting that persons with disabilities make up more than 10 per cent of the world’s population, adding that this Question’s work also supports the United Nations Millennium Goals. The last meeting included contributions from the BDT Focal Point, Mali, the United States of America, the Rapportuer for Question 20-1/1 and the Convenor of the Joint Coordination Activity on Accessibility and Human Factors (JCA), Ms. Andrea Saks, as well as presentations on mobile phone accessibility and making TV accessible which were also contributed to this meeting (See Number 2 above). One of the contributions included a summary of accessibility policies and regulations from a range of countries based on research conducted for the forthcoming accessible mobile phone report. Following the Rapporteur Group meeting, the countries were asked by BDT to review and revise these summaries. This practice prompted six countries to submit contributions (Australia, Brazil, France, Sweden, the United Kingdom and the United States) which were introduced in this meeting and which have been included in the first draft report for Question 20-1/1. Vice-Rapporteur Güven encouraged all members to contribute to Question 20-1/1 so their contributions can also be included in the report.

1. Study of relevant input documents, including Liaison Statements (if any)

In addition to document [1/57](http://www.itu.int/md/D10-SG01-C-0057/en), the Report of the last Rapporteur Group on Question 20-1/1 on 12 May 2011), eleven contributions, two information documents and a draft Report for Question 20-1/1 were submitted to this meeting of the Rapporteur Group. Vice-Rapporteur Güven invited those having submitted contributions to present them briefly.

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| **Title** | **Source** | **Doc. No.** |
| Report of the Rapporteur Group meeting on Question 20-1/1, Geneva, 12 May 2011 | Vice-Rapporteur for Question 20-1/1 | [Document 1/57-E](http://www.itu.int/md/D10-SG01-C-0057/en) |
| Report on Special Initiatives activities related to persons with disabilities | BDT Focal Point | [Document 1/62 and its Annex](http://www.itu.int/md/D10-SG01-C-0062/en) |
| Contribution to revise text relating to Australia as contained in the draft report on National Legal and Policy Frameworks to Promote ICT Access by Persons with Disabilities | Australia | [Document 1/63](http://www.itu.int/md/D10-SG01-C-0063/en) |
| Draft Report on national legal and policy frameworks to promote ICT access by persons with disabilities | Brazil | [Document 1/64](http://www.itu.int/md/D10-SG01-C-0064/en) |
| Contribution from France on Legal and Policy Frameworks to Promote ICT Access by Persons with Disabilities | France | [Document 1/65](http://www.itu.int/md/D10-SG01-C-0065/en) |
| Contribution from Sweden on Legal and Policy Frameworks to Promote ICT Access by Persons with Disabilities | Sweden | [Document 1/66](http://www.itu.int/md/D10-SG01-C-0066/en) |
| Contribution to revise text relating to the United States in the draft report on National Legal and Policy Frameworks to Promote ICT Access by Persons with Disabilities with the text provided in this contribuiton | United States of America | [Document 1/70](http://www.itu.int/md/D10-SG01-C-0070/en) |
| Overview of cybercrime targeting persons with disabilities and other vulnerable persons | Viable, France | [Document 1/75](http://www.itu.int/md/D10-SG01-C-0075/en) |
| Access to telecommunications services, information and communication technologies by persons with disabilities | Tanzania | [Document 1/79](http://www.itu.int/md/D10-SG01-C-0079/en) |
| Making television accessible | BDT Focal Point (Presentation by Mr Peter Looms, Chairman ITU-T Focus Group on Audio Visual Media Accessibility | [Document 1/92](http://www.itu.int/md/D10-SG01-C-0092/en) |
| Contribution from United Kingdom on Legal and Policy Frameworks to Promote ICt Access by Persons with Disabilities | United Kingdom | [Document 1/97](http://www.itu.int/md/D10-SG01-C-0097/en) |
| Draft Report for Question 20-1/1 | Vice-Rapporteur for Question 20-1/1 | [Document 1/112](http://www.itu.int/md/D10-SG01-C-0112/en) |
| Mobile Accessible and Assistive Technologies and Services for Persons with Disabilities: An ITU‑G3ict Global Report prepared in Collaboration with CIS | BDT Focal Point (Presentation by Mr Axel Leblois Executive Director G3ict) | [Document 1/118](http://www.itu.int/md/D10-SG01-C-0118/en) |
| Draft Work Programme for Question 20-1/1 | Rapporteur Question 20-1/1 | [Document 1/41](http://www.itu.int/md/D10-SG01-C-0041/en) |
| Aperçu sur les difficultés d’accès aux services de télécommunications et aux Technologies de l’Information des personnes vivant avec handicaps (TIC) | Democratic Republic of Congo | [Document 1/INF/19](http://www.itu.int/md/D10-SG01-INF-0019/en) |
| Information Document on Guidelines for Broadcasting Access Rights of the Disabled | Republic of Korea | [Document 1/INF/27](http://www.itu.int/md/D10-SG01-INF-0027/en) |

The BDT Focal Point presented document [1/62 and its Annex](http://www.itu.int/md/D10-SG01-C-0062/en), “Report on Special Initiatives activities related to persons with disabilities” which provides an overview of the resources and services provided by BDT related to Question 20-1/1. Participants were invited to consider Documents 63, 65, 66 and 97, submitted respectively by Australia, France, Sweden and the United Kingdom on their legal and regulatory frameworks since their representatives were not available to present them (See 3 above).

Brazil presented document [1/64](http://www.itu.int/md/D10-SG01-C-0064/en), “Draft Report on national legal and policy frameworks to promote ICT access by persons with disabilities,” by remote participation. Brazil highlighted a number of actions it is taking to break down existing barriers faced by persons with disabilities. This includes funding accessible services through its Universal Service Fund, providing a certain volume of calls at a reduced cost, providing access to emergency services at no cost to persons with disabilities and providing accessible public phones. Brazil envisions that the rollout of 3G services and broadband will further enable other innovations such as sign language communication.

Some participants noted that the French interpretation for the remote participation was not working. The BDT Secretariat explained that although interpretation was hampered by interference, Document 1/64 is available in all official ITU languages.

The United States presented document [1/70](http://www.itu.int/md/D10-SG01-C-0070/en), “Contribution to revise text relating to the United States in the draft report on National Legal and Policy Frameworks to Promote ICT Access by Persons with Disabilities with the text provided in this contribution”. The contribution provides information about US accessibility legislation and recent updates such as provisions to require Internet telephony and mobile phones to be compatible with hearing aids as well as ensuring that access to Internet browsers on mobile phones and video phone calls are accessible.

Similar developments on video phones are also being developed in France. The United States explained that the Communications Assistants who provide relay services sign confidentiality agreements prohibiting them from disclosing conversations except if it relates to a crime.

**Viable France (France)** presented document[1/75](http://www.itu.int/md/D10-SG01-C-0075/en), “Overview of cybercrime targeting persons with disabilities and other vulnerable persons” which was contributed to this Question and to Question 22, in coordination with Mr Dembele. It draws attention to the dangers and risks faced by persons with disabilities on the Internet, and identifies solutions including adopting laws, providing training to vulnerable persons, raising awareness of the problem, putting proper security measures into effect and shining a light on cybercriminals.

Participants discussed the need for special measures for persons with disabilities on an issue, cybercrime, that affects everyone. One participant noted that while everyone needs the same protections in place, persons with disabilities need to be able to access them. For example, warnings about viruses and worms must also be accessible to blind users. In addition, there is a need to educate users and consumer protection agencies on these issues.

Tanzania presented document [1/79](http://www.itu.int/md/D10-SG01-C-0079/en), “Access to telecommunications services, information and communication technologies by persons with disabilities,” providing input on Tanzania’s practices and legal and regulatory frameworks to promote accessible ICTs, as well as the challenges it faces to protect consumers with disabilities. Tanzania’s Universal Service Fund includes measures to provide access for persons with disabilities. The country also requires TV stations to provide sign language or subtitles in all newscasts, educational programmes and programmes covering national events. The Telecommunications Regulatory Authority has run awareness raising campaigns and prepared consumer education materials in Braille and hired sign language interpreter for the deaf. One operator offers a speaking phone for the partially sighted and blind and handsets that include special features like big font and extra loud ringtones. Tanzania noted the need to focus on persons with disabilities as consumers and the challenge of providing expensive accessible handsets and services.

Participants welcomed this contribution from a developing country, encouraging other developing countries to share their examples which can serve as guidelines for the future.

The **Democratic Republic of Congo** presented its Information Document, document [1/INF/19](http://www.itu.int/md/D10-SG01-INF-0019/en) (in French only), which includes an overview of the challenges of providing accessible ICTs and solutions such as creating cybercafés equipped with assistive technologies for the blind and partially sighted and awareness raising on cybersecurity issues for cyber café users. Mr Lemaitre noted that the document reflects the same considerations on cybersecurity as included in Viable France’s contribution and is more than an information document.

The Republic of Korea presented its Information Document, document on the revision of Korea’s Broadcasting Act in 2011. This new law sets targets for different broadcasters over the next five years. For example, central terrestrial broadcasters must provide subtitles on 100% of their programming by 2013 and audio description on 10% of their programming by 2014.

Vice-Rapporteur Dembele noted that Korea’s law is similar to France and the United States and can provide a guideline for our future activities.

1. Review of the structure and content of the draft report

Vice-Rapporteur Güven was invited by Vice-Rapporteur Dembele to present document [1/112](http://www.itu.int/md/D10-SG01-C-0112/en), “the Draft Report for Question 20-1/1”,which he termed a “draft” draft report. Mr Güven indicated that the structure of the report will be further developed in coordination with the other Vice-Rapporteurs. Currently the report focuses on accessible TV, mobile phone accessibility and the national legal framework of a range of countries. He encouraged other countries to provide contributions to add to the current country case studies included in the draft report. This request was reiterated by Vice-Rapporteur Lemaitre.

1. Review of work plan for the study period

Vice-Rapporteur Dembele indicated that no changes to the Work Plan included in document [1/41](http://www.itu.int/md/D10-SG01-C-0041/en) were necessary.

1. Update on collaboration with other Questions in Study Groups 1 and 2 (if any) and with relevant BDT Programmes

No proposals to update this issue were made by the meeting.

1. Update on collaboration with other Sectors and Organizations

The JCA Convenor referred to document [1/76](http://www.itu.int/md/D10-SG01-C-0076/en), “Liaison Statement on the first meeting of ITU-D Focus Group on Audiovisual Media Accessibility (FG AVA)”, to highlight the work of this Focus Group which will next meet on 15 September. The JCA Convenor noted that she would provide input to Question 20-1/1 about the Focus Group.

Vice-Rapporteur Dembele informed the meeting that the ITU Secretary General sent a letter to all ITU members on 30 May 2011 calling for them to provide voluntary contributions to a fund ITU has established to improve the accessibility of ITU buildings and to provide fellowships to encourage persons with disabilities to participate in the work of ITU Plenipotentiary Resolution 175 (Guadalajara, 2010).

1. Approval of meeting output documents

Vice-Rapporteur Dembele explained that there were no meeting output documents for approval.

1. Place and date of the next Rapporteur Group meeting

Vice-Rapporteur Dembele noted that Question 20-1/1 would rely on the dates identified by the Study Group 1 Chairman.

1. Any other business

The Study Group 1 Chairman recognized the importance of this Question and thanked Messrs. Güven and Dembele for co-leading this meeting and recognized the contribution of Mr Lemaitre. She noted that Mr Güven had stepped in and developed the report outline last year and indicated that the group appreciates the big contribution he has made which is enabling this very important work to go forward. She further noted that Mr Dembele has been a stalwart and that his important perspective is highly appreciated. She encouraged the Vice-Rapporteurs to stay together as a team.

Mr Dembele recognized the support provided to the Study Groups by Brazil, France and the United States.

Mr Lemaitre noted that he was delighted by the reaction of our Chairman regarding Mr Dembele’s input.

Ms. Saks, the JCA Convenor, complemented the BDT on its efforts to provide captioning to ensure inclusion in ITU meetings by everyone. She noted that she would provide a checklist to enable to BDT to improve its captioning in the future.

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