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This document is submitted for information.

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| Telecommunication Development Sector  Study Groups | |  |
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| Question 20-1/1: Access to telecommunication services and information and communication technologies (ICTs) by persons with disabilities | | |
| SOURCE | Sweden | |
| TITLE | Contribution from Sweden on Legal and Policy Frameworks to Promote ICT Access for Persons with Disabilities in Sweden | |
| Revision to Document [N° RGQ 20-1/1/5](http://www.itu.int/md/D10-RGQ20.1.1-C-0005/en) | | |
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| Action required: | The Study Group is requested to consider this contribution for inclusion in the draft report of the Rapporteur for Question 20-1/1 | |

Abstract:

The BDT Focal Point submitted Document RGO 20-1/1/5 to the May 2011 Rapporteur’s Group meeting. This document was an extract from a draft report entitled “*Accessibility in Mobile Phones and Services for Persons with Disabilities”* to be published by ITU and G3ict later this year. The extract highlights the national legal and policy frameworks of 12 countries and the European Union related to promoting ICT access by persons with disabilities. Following the Rapporteur’s Group meeting, BDT invited the 12 countries to update their national information. This contribution provides an update to the information relating to Sweden. Specifically, this contribution updates the information regarding measures implemented by Sweden to facilitate accessibility in telecommunications for persons with disabilities. Sweden invites Study Group 1 to consider its contribution for the report of Question 20-1/1.

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**Sweden**

Sweden has an overarching disability policy with specific provisions for telecommunications accessibility. The [Swedish Post and Telecom Agency (PTS)](http://www.pts.se/en-gb/)[[1]](#footnote-1) is the country’s regulatory authority for electronic communications and postal activity. Programs and operational initiatives under the PTS for people with disabilities are funded annually. For the year 2011 the funding from within the national budget of Sweden was approximately 149 million SEK for 2011. The funding is used for procurement of services and projects as well as for promotion of an accessible and usable society with the use of electronic communication. In Sweden relay services for instance are secured by procurement instead of by regulation.

The PTS has been assigned by the Swedish Government to ensure that important services within electronic communications and the postal sector are available for people with disabilities. PTS also initiates and funds development projects in order to improve existing services and develop new ones. The aim is to improve the potential of people with disabilities to use electronic communication and to be fully included in society.

The PTS is one of 14 agencies that are mandated to enforce and realize the objectives of Sweden’s [Disability Policy](http://www.sweden.gov.se/sb/d/2197/a/15254)[[2]](#footnote-2), i.e. to enhance and assure accessibility and usability of electronic communication and postal services for disabled users.

As part of this, the PTS funds a number of services[[3]](#footnote-3): Relay service for text telephony Textteloni.se[[4]](#footnote-4), relay service for speech to speech Teletal[[5]](#footnote-5), relay service for video telephony Bildtelefoni.net[[6]](#footnote-6), flexible text telephony service Flexitext[[7]](#footnote-7)**,** Free directory enquiry service 118 400, Communication via databases for people who are deaf-blind, Freepost conveyance of dispatch of literature for the blind, and Extended rural post and counter service for elderly people and people with disabilities in sparsely populated areas.

The PTS also initiates and funds a number of developing projects, such as:IT-support direct[[8]](#footnote-8), E-adept[[9]](#footnote-9) and Ippi[[10]](#footnote-10) for people with disabilities and elderly users.

**European Union**

The European Commission Universal Service Directive (Directive 2002/22/EC),[[11]](#footnote-11) lays down rules relating to the needs of disabled end users and people with special needs with regard to telecommunications. These cover fixed, wireless and broadband telephony.

The directive states that National Regulatory Authorities (NRA) of member states can adopt measures depending upon the specific circumstances in their nations to ensure adequate choice of telecommunication services to disabled users.

Some of the measures taken by NRAs in different European member states which build upon the EU Directive are outlined below. Countries may have implemented these measures in a variety of ways. For example, some provide state subsidies for connections facilitating alternative forms of communication for disabled end users while others require service providers to offer such accommodations.

Billing in accessible formats: Czech Republic, France, Greece, Ireland, Italy, Lithuania, Netherlands, Norway, Poland, Portugal, Slovenia, Sweden, Switzerland, and UK

Information about accessible services covered by the universal service obligation: Czech Republic, France, Greece, Ireland, Italy, Lithuania, Malta, Norway, Portugal, Slovakia, Slovenia, Sweden, Switzerland, and UK.

Special measures of access for emergency situations such as the sms112 project: Czech Republic, France, Greece, Ireland, Italy, Malta, Netherlands, Norway, Portugal, Romania, Slovakia, Slovenia, Sweden, Switzerland, and UK.

Text Relay Services: Czech Republic, Germany, Greece, Hungary, Ireland, Italy, Latvia, Netherlands, Norway, Portugal, Slovakia, Sweden, Switzerland, and UK.

Video Relay Services: Germany, Sweden

Speech to Speech Relay Services: Sweden

Quick dial and speed dial keys for mobile telephony Czech Republic, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Sweden, Switzerland, and UK.

Volume adjustment in handsets – Czech Republic, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Sweden, Switzerland, and UK.

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1. <http://www.pts.se/en-gb/> [↑](#footnote-ref-1)
2. <http://www.sweden.gov.se/sb/d/2197/a/15254> [↑](#footnote-ref-2)
3. <http://www.pts.se/en-gb/People-with-disabilities/Services/> [↑](#footnote-ref-3)
4. <http://www.texttelefoni.se/start.asp?sida=5008> [↑](#footnote-ref-4)
5. <http://www.teletal.se/in-english> [↑](#footnote-ref-5)
6. <http://www.bildtelefoni.net/en> [↑](#footnote-ref-6)
7. <http://www.flexitext.net/en/start> [↑](#footnote-ref-7)
8. A call-in service for problem solving and assistance for people with disabilities and elderly users of electronic communication and media. [↑](#footnote-ref-8)
9. A developing project which has established ways in which people with disabilities can independently navigate their way in urban environments with the help of digital maps and GPS. [↑](#footnote-ref-9)
10. A developing project which will allow people with disabilities and elderly users who lack computers or smart phones to use digital services. The focus in the project is to allow people to pay invoices via the television set. [↑](#footnote-ref-10)
11. <http://ec.europa.eu/information_society/policy/ecomm/todays_framework/universal_service/index_en.htm> [↑](#footnote-ref-11)