América Accesible IV: *TIC para TODOS*

Session 9
The national effort in American countries for the promotion of accessibility: trends, legal and regulatory reforms in telecommunications and accessibility in the region

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General Regulation on Accessibility

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According to the 2010 Census conducted by the IBGE*, more than 45 million people in Brazil or 23.9% of the population declared some kind of disability.

<table>
<thead>
<tr>
<th>Disability</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision</td>
<td>29,206,180</td>
</tr>
<tr>
<td>Audition</td>
<td>7,574,797</td>
</tr>
<tr>
<td>Mobility</td>
<td>8,831,723</td>
</tr>
<tr>
<td>Cognition</td>
<td>2,617,025</td>
</tr>
</tbody>
</table>

*IBGE – Instituto Brasileiro de Geografia e Estatística (Brazilian Institute of Geography and Statistics)
Anatel Regulation on Accessibility

Accessible service for disabled persons (Resolution nº 426/2005); Public Payphones adapted for disabled persons (Resolution nº 598/2012); special service plans (Resolution nº 632/2014) among others.

Law nº 13.146 of July 6, 2015

Observance of the Convention on the Rights of Persons with Disabilities;
Reduction of barriers for persons with disabilities in many social areas, like telecommunication, health, transport, tourism and others.
Anatel – 2015/2016

Regulatory Impact Analysis;

Studies and meetings with other governmental bodies and with organisations representing disabled people;

Public Consultation;

General Regulation on Accessibility – RGA
Premises

Consolidation of current accessibility rules contained in different resolutions;
Improvement of the service offered by the telecommunication companies: awareness and training of their operators related to the rights of persons with disabilities;
Observance of the accessibility standards on the websites of telecommunication companies;
Spread of information under an accessible format (offers and service plans).
RGA
Theme 1: Rights of disabled persons and obligations of telecommunications companies

Prioritized, individualized and accessible service for disabled persons and their personal companions;

Physical documents (contracts, offers and service plans) in an accessible format for visually disabled persons;

Websites under an accessible format for all kinds of disability;

Webchat and video calls through internet.
RGA
Theme 2: Accessibility in devices

Companies are enforced to disseminate the accessibility technologies available in the commercialized devices according to each disability;

The dissemination of these technologies must happen:

- by any means that allow disabled persons to get to know about the device offers;
- through remote call centers and stores.
The Accessibility on Anatel website

http://www.gari.info/index.cfm?lang=pt
RGA
Theme 3: TUP – Terminal de Uso Público (public payphones) for disabled persons

Every TUP must be adapted for persons with visual disability;

Disabled persons have the right to request TUP according to their disability and choose the installation place;

Information about adapted TUP must be available on the websites of the companies, with the indication of functionalities;

Companies may incorporate functionalities in the TUP, such as video calls, text messaging, Internet access, among others.
RGA
Theme 4: CIC – Central de Intermediação de Comunicação (Interpreting Center)

The CIC must provide interpreting from Portuguese to LIBRAS (the Brazilian sign language) through interpreters, using video calls;

Companies may share management resources and split expenses, adopting an integrated or outsourced center;

CIC encourages the use of LIBRAS, through contracts signed with LIBRAS Interpreting Centers;

Specialized service: fluency in LIBRAS;

Twenty-four hour service.
Other RGA provisions

RGA group, composed of members of Anatel and telecommunications companies. The CONADE* (organ linked to the Presidency of Brasil) may participate.

Operational manual of procedures for RGA implementation, created by Anatel, based on the studies of the RGA group;

Accessibility Ranking, according to the rates defined by Anatel: publicity and promotion of the ranking of the companies, based on their actions aimed at improving accessibility;

Validity: RGA has been valid since its publication (May 31, 2016), except for the most complex obligations (such as the rules about CIC with video facilities), which will be valid on December 1, 2017.

*CONADE - Conselho Nacional das Pessoas com Deficiência (National Council of the Rights of Persons with Disabilities)
Accessibility Ranking

The companies will be evaluated according to the following criteria:

Accessibility on websites;

Specialized service in stores;

Efficiency of the mechanism of interaction through electronic messages, webchat and video calls;

Volunteer actions that encourage/promote/guarantee the rights of persons with disabilities.
RGA in LIBRAS

Resolução nº 657, de 30 de maio de 2016 [Regulamento Geral de Acessibilidade em Telecomunicações]
Thank you!

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