

International Telecommunication Union

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
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SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

International operation – General provisions concerning
users

Public Internet access points

Recommendation ITU-T E.139



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Recommendation ITU-T E.139

Public Internet access points

Summary

Recommendation ITU-T E.139 gives guidance on enhancing the usage and usefulness of public Internet access points (PIAPs). A PIAP is a public venue where people can use computers with Internet access and other technologies that help them to collect information and to communicate with other people at the same time as they develop and maintain digital skills. A major motivation for public provision of PIAPs is the use of technology for social and community development, which reduces digital exclusion, creates contacts, promotes health-related topics and creates economic opportunities. The wide provision of PIAPs cannot be properly effective unless they are readily accessible to all people, including the elderly and people who have disabilities.

History

Edition	Recommendation	Approval	Study Group
1.0	ITU-T E.139	2012-05-14	2

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Compliance with this Recommendation is voluntary. However, the Recommendation may contain certain mandatory provisions (to ensure, e.g., interoperability or applicability) and compliance with the Recommendation is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the Recommendation is required of any party.

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As of the date of approval of this Recommendation, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at <http://www.itu.int/ITU-T/ipr/>.

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Recommendation ITU-T E.139

Public Internet access points

1 Scope

This Recommendation will establish and set out guidance that should be followed by organizations that design or operate public Internet access points (PIAPs). A broad definition of PIAPs has been adopted. This definition includes general purpose desktop computers on a desk, Internet/information kiosks, and public hotspots.

A "Design for All" approach has been followed to ensure that PIAPs will be more readily accessible to all people, including the elderly or users with disabilities, and users from a range of cultural backgrounds.

The present Recommendation identifies approaches to enhancing e-Inclusion in the provision and use of PIAPs.

The present Recommendation:

- addresses issues that have arisen from previous studies and reports on the use of PIAPs;
- identifies existing standards, recommendations, and guidelines (especially from ETSI, ITU-T and CEN) that provide useful guidance to reduce barriers to the use of PIAPs;
- proposes new normative requirements and guidelines, as well as identifying the need for updates to existing standards, recommendations, and guidelines to support e-Inclusion for PIAPs;
- identifies the need for, and content of, new standards, specifications, and guidelines that need to be developed.

The primary focus of the present Recommendation is on issues related to PIAP customers rather than on the staff at the PIAP.

2 References

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published. The reference to a document within this Recommendation does not give it, as a stand-alone document, the status of a Recommendation.

[ETSI TS 102 577 V1.1.1] ETSI TS 102 577 V1.1.1 (2008), *Human Factors (HF); Public Internet Access Points (PIAPs)*.

3 Definitions

None.

4 Abbreviations and acronyms

This Recommendation uses the following abbreviations and acronyms:

PIAP Public Internet Access Points

5 Endorsement

[ETSI TS 102 577 V1.1.1] was approved by ITU-T as the basis for Recommendation ITU-T E.139.

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