

## ***Glossary of key terms***

**Assistive technology:** An ICT device that is specifically designed to assist a person with a disability to complete a task. For the purposes of this study we refer in particular to special devices and tools that enable an individual to use ICT and/or electronic media products and services.

**Audio description:** An audio description is an ancillary component associated with a television broadcasting service which provides a verbal description to better understand and enjoy the content of a visual scene. This is usually meant for viewers who have visual impairments. The description content is voice only, often in mono, and is typically confined to gaps in the normal programme narrative.

**Certification scheme:** A formalised process of confirming that a system or component complies with its specified requirements and is acceptable for operational use. For the purposes of this study the term refers to conformity with accessibility requirements (national laws, international recommendations and such).

**Digital home:** A residence with devices that are connected through a computer network. A digital home has a network of consumer electronics, mobile, and PC devices that cooperate transparently and simplify the usability of home appliances and equipment thanks to centralized and remote management devices (PCs, PDAs, remote controls, etc.).

**eAccessibility:** The term 'eAccessibility' encompasses the concept that ICT services and devices as well as electronic media can be accessed by people with disabilities without facing any technical barrier inherent to the service and/or device to be used. In the context of this study the term does not refer to the degree of personal skills that may be required to use such services and/or devices (e.g. computer skills that may be required to browse the World Wide Web).

**eBook:** An eBook is an electronic version of a traditional print book that can be read by using a personal computer or by using an eBook reader.

- eLearning:** Electronic delivery of a learning, training or education programmes. eLearning involves the use of a computer or electronic device (e.g. a mobile phone) in some way to provide training, educational or learning material.
- Handset:** The part of the telephone that contains the speaker and the microphone. On a desktop phone, the part you hold in your hand is the handset. On a mobile telephone (cell phone), the entire phone is the handset.
- ICT:** The term Information and Communications Technology (ICT) is commonly used to refer to the wide variety of modern telecommunications and computing technologies and services (mobile phones, computers, Internet, Web, TV, ATMs, and so on).
- Fixed telephone:** A telecommunications device that is connected to a wired telephone line, often called a landline. In some countries the terms 'fixed line' or 'main line' are more commonly used. Land line telephones include devices with a corded hand set as well as devices with a cordless hand set (so called cordless phones).
- Mobile telephone:** An ubiquitous wireless telephone. It uses a network of short-range transmitters located in overlapping cells throughout a region. In some countries the term "cell phone" is more commonly used.
- Public procurement:** The process used by governments, regional and local public authorities or bodies governed by public law to obtain goods and services with taxpayers' money.
- Relay service:** A telecommunications service that enables text/video telephone users and voice telephone users to interact by providing conversion between the two modes in quasi real time.
- Self-service terminal:** For the purpose of this study the term is used for any kind of installed terminal that enables an individual to retrieve information or perform a transaction. Examples include cash dispensers (automated teller machines), ticket vending machines and information kiosks.
- Signed TV content:** The provision of a real-time sign language translation of the spoken content

- Social network:** In the context of this questionnaire, a social network is a web-based service that provides ways for users to interact, such as file sharing, blogging, and discussion groups, to build communities of people who have common interests.
- Captioning:** An on-screen text-based representation of what is being said in a broadcast programme. It sometimes includes descriptions of background sounds. It can be visible continuously (open captions) or included with the picture as desired (closed captions).
- Telecare:** The continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living.
- Text telephone:** A real time text mode telecommunications device for people who are unable to use voice telephony (e.g. people with hearing impairments or speech impairments). Apart from Teletypewriter (TTY), in some countries the term telecommunications device for the deaf (TDD) is more commonly used.
- Virtual kiosk:** A small, self-standing device such as a news-stand or ticket booth. Unattended multimedia kiosks dispense public information via computer screens. They have either a keyboard, touch screen or both for input.
- Vending machine:** A self-service device into which the user inserts coins, banknotes, tokens, credit cards, or keys, and to obtain goods and services (such as snacks, drinks, merchandise, tickets, etc...).