
MeAC - Measuring Progress of eAccessibility in Europe

Assessment of the Status of eAccessibility in Europe

Annex

October 2007

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1 Raw data collated by the national correspondents

Table 1 - Accessibility of emergency services by means text telephones

Country	Access to emergency services by dialling 112 or another no.
AT	-
BE	-
CY	¹
CZ	-
DE	-
DK	✓
EE ²	-
EL	-
ES	✓
FI	✓
FR	-
HU	-
IE	-
IT	-
LT	-
LU	-
LV ³	-
MT	-
NL	✓
PL	-
PT	-
SE	✓
SI	-
SK	✓
UK	✓
USA	✓
CA ⁴	✓
AU	✓

Source: MeAC, 2007

¹ Currently, some emergency services (ATHK/CYTA) can be contacted by SMS and FAX. However, an advanced communications system that connects all emergency services is currently under development. Citizens are to be enabled to access any emergency service they request through dialling a single 112 number. For the new system particular technology is to be utilised to support users with speech or hearing impairments, and land line text phones have been suggested for that purpose. A requirements definition phase for the new system is to be finalised by March 2008. Then a contractor is to start developing the actual system.

² Estonian Rescue Board can be contacted currently via fax; there are plans to introduce SMS-based communication option.

³ The fire safety service and the national association of deaf people have concluded an agreement according to which the fire service accepts SMS emergency messages sent by the deaf users. SMS emergency calls are only accepted from mobile phones with numbers which are on a list provided by the association of the deaf. With other emergency services such agreements have not been concluded.

⁴ Emergency services are, depending on the community, based on 911 service or local phone emergency numbers for police, fire, etc. All 911 services have either landline text telephones or PC-based text telephones. Many fire and police departments not served by 911 have landline text telephones. Many small communities have volunteer fire departments that use so-called "party lines" and typically have no text telephone capabilities.

Table 2 – Availability of relay services

Country	Text relay	Video relay
AT	-	-
BE	✓ ⁵	-
CY	-	-
CZ	✓	-
DE	✓	✓
DK	✓	✓ ⁶
EE	-	-
EL	✓	-
ES	✓	-
FI	✓	✓
FR	- ⁷	✓
HU	✓	-
IE	✓	-
IT	✓	✓
LT	-	-
LU	-	-
LV	-	-
MT	-	-
NL	✓	-
PL	-	-
PT	- ⁸	-
SE	✓	✓
SI	-	-
SK	-	-
UK	✓	✓
USA	✓	✓
CA	✓	✓
AU	✓	-

Source: MeAC, 2007

⁵ The text relay service ('Teletolk') is only available in Flanders (the Dutch speaking part of Belgium); not in the Walloon Region (the French speaking part of Belgium)

⁶ A pilot service was set up in 2006 (apparently with the support of the European Social Fund).

⁷ A text telephone relay service (Centre Relais) that had been operated by France Telecom in Paris area was closed down in 2006.

⁸ Some time ago, a relay service had been set up in the framework of a pilot project by Fundacao in cooperation with INOV. However the service is not in operation anymore.

Table 3 – Text relay service provision per country

Country	Pilot implementation	Fully-up and running services	Accessible without additional service fee	24h / 7 days relay service availability	Hours available on working days (if not 24/7)	Hours available on weekend (if not 24/7)
BE	-	✓	✓	-	09:00-19:00	n.d.a.
CZ	✓	-	✓	-	-	-
DE	✓	-	-	-	08:00 - 11:00	08:00 - 11:00
DK	-	✓	✓	✓	-	-
EL	-	✓	✓	✓	-	-
ES	✓	-	✓	✓	-	-
FI	-	✓	✓	✓	-	-
HU	-	✓	✓	✓	-	-
IE	-	✓	✓	✓	-	-
IT	-	✓	✓	-	08:00-19:30 ⁹	-
NL	-	✓	- ¹⁰	✓	n.d.a.	n.d.a.
SE	-	✓	✓	✓	-	-
UK	-	✓	✓	✓	-	-
USA	-	✓	✓	✓	-	-
CA ¹¹	-	✓	✓	✓	-	-
AU	-	✓	✓	✓	-	-

Source: MeAC, 2007

⁹ Beyond the opening hours, the service is available only for emergency calls

¹⁰ KPN offers a text relay service charging 50 eurocent per minute

¹¹ All provinces and territories have text relay services (TRS) which are provided by the local landline telecommunications company and funded through a combination of government and corporate subsidy. This service has been nationally available for over 20 years. In the past ten years, a national 711 service has become available ensuring that TRS users can call a relay service anywhere without needing to know a local access number.

Table 4 – Video relay service provision per country

Country	Pilot implementation	Fully-up and running services	Accessible without additional service fee	24h / 7 days relay service availability	Hours available on working days (if not 24/7)	Hours available on weekend (if not 24/7)
DE	✓	-	-	-	08:00 - 11:00	08:00 - 11:00
DK	✓	-	✓	-	08:30 – 14:00	-
FI	✓ ¹²	-	✓	-	08:00 – 17:00	-
FR	-	✓	✓ ¹³	-	n.d.a.	n.d.a.
IT	✓	-	✓	-	08:00-19:30	08:00:13:00
SE	-	✓	✓	-	08:00 – 20:00	09:00 – 15:00
UK	-	✓ ¹⁴	-	-	09:00 – 05:00	-
USA	-	✓	✓	✓	-	-
CA	-	✓ ¹⁵	-	-	-	-

¹² There is a large scale pilot with the ultimate goal to implement 24h/7d service across the entire country. Currently, the pilot implementation is nine areas or cities which together represent over 70 % of the overall user population. The pilot is managed by the Uudenmaan erityishuoltopiiri federation of municipalities, and a full scale pilot is to be implemented during the next year. The service hours given in the table are valid for the current stage of the pilot implementation.

¹³ The relay service is provided by a private company, Websourd, to employees of public demonstrations. The service is paid by the administration and no fees accrue to the the end user.

¹⁴ A video relay service operated by the British deaf Association (BDA) is currently not available due to technical problems. A video relay service operated by the Royal National Institute of Deaf People (RNID) closed in March 2007 due to lack of funding.

¹⁵ Comment made by NC: Sorenson Communications, Inc., a company that provides video relay service (VRS), has a call centre located in Canada. However, this service is primarily for customers in the United States. The Deaf community is spear-heading the establishment of VRS in Canada. In August, 2006, the Canadian Association of the Deaf and the Canadian Cultural Society of the Deaf submitted an application to the CRTC for a license to provide VRS services (Telecom Public Notice 2006-15). It is expected that national VRS will be available by 2008.

Table 5 – Online provision of customer information relevant to people with disabilities by the two leading national mobile telephony operators

Country	1 st operator		2 nd operator	
	Models labelled as hearing aid compatible	Other eAccessibility related information	Models labelled as hearing aid compatible	Other eAccessibility related information
AT	✓	-	-	-
BE	-	-	-	-
CY	¹⁶	✓	-	-
CZ	-	-	✓	✓
DE	-	-	-	-
DK	✓	✓	-	-
EE	-	-	✓	-
EL	✓	✓	✓	-
ES	✓	✓	✓	✓
FI	-	-	-	-
FR	-	-	-	✓ ¹⁷
HU	-	-	-	-
IE	-	-	-	-
IT	-	-	-	-
LT	-	-	-	-
LU	-	-	-	-
LV	-	-	-	-
MT	-	-	-	-
NL	-	-	-	-
PL	-	-	-	-
PT	-	✓	-	-
SE	✓	-	-	-
SI	-	-	-	✓
SK	-	✓	-	✓
UK	-	✓	-	-
USA	✓	✓	✓	✓
CA	¹⁸	✓	¹⁹	✓
AU	✓	✓	-	✓

Source: MeAC

¹⁶ Some models are offered that are hearing aid compatible. This feature is however not promoted to the customers.

¹⁷ Various software adaptations for visually impaired users are offered including for instance Mobile Speak and Mobile Magnifier.

¹⁸ Operator provides cell phone models which are compatible with hearing aids. But no information about hearing aid compatibility is provided on the sales portion of their websites. Online access to the manufacturer's user guide is made available which may list information on hearing aid compatibility.

¹⁹ Operator provides cell phone models which are compatible with hearing aids. But no information about hearing aid compatibility is provided on the sales portion of their websites. Online access to the manufacturer's user guide is made available which may list information on hearing aid compatibility

Table 6 – Online provision of customer information relevant to people with disabilities by the two leading national landline telephony operators

Country	1 st operator		2nd operator	
	Models labelled as hearing aid compatible	Other eAccessibility related information	Models labelled as hearing aid compatible	Other eAccessibility related information
AT	✓	-	n.a. ²⁰	-
BE	-	-	-	-
CY	✓	✓	-	-
CZ	-	-	-	-
DE	✓	-	-	-
DK	✓	✓	-	-
EE	-	-	-	-
EL	-	✓	-	-
ES	✓	✓	n.d.a.	n.d.a.
FI	-	-	-	-
FR	✓	✓	-	-
HU	-	-	✓	✓
IE	✓	✓	n.a. ²¹	n.d.a.
IT	✓	✓	n.a. ²²	-
LT	-	-	n.a. ²³	n.d.a.
LU	-	-	n.a. ²⁴	n.d.a.
LV	-	-	-	-
MT	✓	✓	n.a. ²⁵	-
NL	✓	✓	-	-
PL	✓	✓	-	-
PT	✓	✓	-	-
SE	✓	✓	-	-
SI	-	-	n.d.a.	n.d.a.
SK	-	-	-	-
UK	✓	✓	-	✓
USA	✓	✓	-	✓
CA	✓	✓	- ²⁶	-
AU	✓	✓	✓	✓

Source: MeAC, 2007 ©

²⁰ Operator does not offer any hand sets for sale
²¹ Operator does not offer any hand sets for sale
²² Operator does not offer any hand sets for sale
²³ There is no second land line operator in the country
²⁴ Operator does not offer any hand sets for sale
²⁵ Operator does not offer any hand sets for sale
²⁶ Operator does not offer any hand sets for sale

Table 7 - Proportion of programmes broadcasted free on air with access services by the two main public broadcasters (in % of the overall programme broadcasted in 2006)

Country	1 st public broadcaster							2nd public broadcaster						
	Any program with subtitles	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitles	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
AT	✓	22%	22%	✓	0,5%	✓	<1% ²⁷	✓	22%	22%	✓	0,08%	✓	<0,1 ²⁸
BE	✓	80%	50%	-	-	-	-	✓	70%	50%	-	-	-	-
CY	✓	<1% ²⁹	<1%	✓	<1%	-	-	-	-	-	✓	<1% ³⁰	-	-
CZ	✓	82%	78%	✓	2%	-	-	✓	63%	59%	✓	2%	-	-
DE	✓ ³¹	15-25%	15-25%	✓	n.d.a.	✓	n.d.a.	✓	23%	23%	✓	n.d.a.	✓	1.8%
DK	✓ ³²	64,3%	24,2%	✓	4,9%	-	-	✓ ³³	59,7%	42,4%	✓	2,9%	-	-
EE	✓ ³⁴	n.d.a	n.d.a.	✓	<1% ³⁵	-	-	n.a. ³⁶	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
EL	✓	<1% ³⁷	<1%	✓	<1%	-	-	✓	<1% ³⁸	<1%	✓	<1%	-	-
ES	✓	70%	15%	✓	5%	-	-	✓	90%	90%	✓	15%	-	-
FI	✓	70%	20%	✓	0,3%	-	-	✓	37%	-	-	-	-	-
FR	✓	53%	53%	✓	< 1% ³⁹	-	-	✓	60%	60%	✓	<1%	-	-
HU	✓	2.5%	2.5%	-	-	-	-	n.a. ⁴⁰	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
IE	✓	87% ⁴¹	87%	✓	0.06% ⁴²	-	-	✓	53% ⁴³	53%	-	-	-	-

²⁷ Overall, 16 movies and 25 serials episodes in 2006

²⁸ Overall, 9 movies in 2006

²⁹ Only the daily news programme

³⁰ Only the daily news programme

³¹ Reported percentages are estimates provided by the broadcaster

³² Reported percentages have been calculated on the basis of DR TV Public Service Report 2006

³³ Reported percentages have been calculated on the basis of TV2 Public Service Report 2006

³⁴ Repetitions of some programs are broadcasted with sub-titles

³⁵ only one edition of the daily news is broadcasted with subtitles

³⁶ There is only one public TV channel (ETV) in Estonia. There are no other large, well known TV channels that broadcast free-on-air programmes in Estonian country wide.

³⁷ Only a daily news programme.

³⁸ Only a daily news programme.

³⁹ Only a new programme in the morning

⁴⁰ There is only one nation-wide free on air channel

Country	1 st public broadcaster							2nd public broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
IT	✓	27% ⁴⁴	27%	-	-	✓	>1%	✓	27% ⁴⁵	27%	✓	>1%	✓	>1%
LT	✓	n.d.a. ⁴⁶	-	✓	n.d.a.	-	-	n.a. ⁴⁷	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
LU ⁴⁸	✓	15-25%	15-25%	✓	n.d.a.	✓	n.d.a.	✓	23%	23%	✓	n.d.a.	✓	1.8%
LV	✓	n.d.a.	n.d.a.	✓	n.d.a.	-	-	✓	n.d.a.	n.d.a.	-	-	-	-
MT	-	-	-	✓	0,4% ⁴⁹	-	-	-	-	-	✓	0,1% ⁵⁰	-	-
NL	✓	70% ⁵¹	n.d.a.	✓	n.d.a.	✓	n.d.a.	✓	95% ⁵²	n.d.a.	✓	n.d.a.	✓	n.d.a.
PL	✓	10% ⁵³	10% ⁵⁴	-	-	-	-	✓	7% ⁵⁵	7% ⁵⁶	✓	3% ⁵⁷	-	-
PT	✓	11,3%	n.d.a.	✓	3,5%.	- ⁵⁸	-	✓	3,7%	n.d.a.	✓	10,8%.	-	-
SE ⁵⁹	✓	68%	57%	✓	1,2%	-	-	✓	68%	57%	✓	1,2%	-	-
SI ⁶⁰	✓	60%	40%	✓	<1%	-	-	✓	60%	40%	✓	<1%	-	-

⁴¹ During peak time: 18:00-23:30 (24 hours: 57%)

⁴² During peak time: 18:00-23:30 (2.5 minutes)

⁴³ During peak time: 18:00-23:30 (24 hours: 25%)

⁴⁴ The figure refers to programmes broadcasted across all three channels owned by the broadcaster. Data relating to individual channels is not available.

⁴⁵ The figure refers to programmes broadcasted across all three channels owned by the broadcaster. Data relating to individual channels is not available.

⁴⁶ Subtitling was only available for some films that are broadcasted in foreign language

⁴⁷ There is no second national TV broadcaster available in the country.

⁴⁸ Note: Due to the small size of the country the two main public channels received in the country are the German channels ARD and ZDF

⁴⁹ Overall, 30 hours in 2006

⁵⁰ Overall, 6,5 hours in 2006.

⁵¹ Data are only available for 2005.

⁵² Data are only available for 2005.

⁵³ Estimated figure provided by the broadcaster

⁵⁴ Estimated figure provided by the broadcaster

⁵⁵ Estimated figure provided by the broadcaster

⁵⁶ Estimated figure provided by the broadcaster

⁵⁷ Estimated figure provided by the broadcaster

⁵⁸ Provision of programmes with audio description is currently being tested in an experimental setting. It is expected that that the test phase will be concluded by the end of 2007.

⁵⁹ Both channels are operated by the same broadcaster and data are only available for the overall amount of programmes broadcasted by both channels. For the purposes of this study it is assumed that the share of programmes broadcasted with access services is equally distributed across both channels.

Country	1 st public broadcaster							2nd public broadcaster						
	Any program with subtitles	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitles	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
SK	✓	35,3%	35,3%	✓	<1%	-	-	✓	24,4%	24,4%	✓	<1%	-	-
UK	✓	95,4%	95,4%	✓	4,3%	✓	10,8%	✓	95%	95%	✓	5,7%	✓	8,3%
USA	✓	85% ⁶¹	85%	-	-	✓	20%	n.a. ⁶²	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
CA	✓	100% ⁶³	100%	-	-	✓	5% ⁶⁴	✓	100% ⁶⁵	100%	-	-	✓	>1% ⁶⁶
AU	✓	55% ⁶⁷	55%	-	-	-	-	✓	55% ⁶⁸	55%	-	-	-	-

Source: MeAC, 2007

⁶⁰ Data refer to estimates provided by the Slovenian National Council of Disability Organisations and the Association of Disabled Students

⁶¹ Data refer to Public Broadcasting Service (PBS). Programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. There are also significant exemptions for certain types of programming as outlined in the communications act of 1996⁶¹ U.S. public television stations are independent and serve community needs. All public television organizations are linked nationally, however, through three national organizations: the Corporation for Public Broadcasting (CPB), created by Congress in 1967 to channel federal government funding to stations and independent producers; the Public Broadcasting Service (PBS), formed in 1969 and which today distributes programming and operates the satellite system linking all public TV stations; and the Association of Public Television Stations (APTS), which helps member public TV stations with research and planning.

⁶² See previous footnote

⁶³ According to Broadcasting Public Notice CRTC 2007-54 "A new policy with respect to closed captioning" <http://www.crtc.gc.ca/archive/ENG/Notices/2007/pb2007-54.htm> requires English- and French-language broadcasters to caption 100% of their programs over the broadcast day, with the exception of advertising and promos. Note that the CBC is required to caption all promos as a condition of a legal settlement from several years ago.

⁶⁴ Percentages given have been calculated on the basis of the no. of absolute hours reported (427)

⁶⁵ According to Broadcasting Public Notice CRTC 2007-54 "A new policy with respect to closed captioning" <http://www.crtc.gc.ca/archive/ENG/Notices/2007/pb2007-54.htm> requires English- and French-language broadcasters to caption 100% of their programs over the broadcast day, with the exception of advertising and promos. Note that the CBC is required to caption all promos as a condition of a legal settlement from several years ago.

⁶⁶ Percentages given have been calculated on the basis of the no. of absolute hours reported (13)

⁶⁷ No data are available from the broadcasters on the amount off access services broadcasted in 2006. A Government inquiry was announced on 12th September to investigate the developments in captioning and other access technologies by the end Of 2008. Therefore, the quota required to be achieved according to current legislation are used for the purposes of ths study.

⁶⁸ No data are available from the broadcasters on the amount off access services broadcasted in 2006. A Government inquiry was announced on 12th September to investigate the developments in captioning and other access technologies by the end Of 2008. Therefore, the quota required to be achieved according to current legislation are used for the purposes of ths study.

Table 8 - Proportion of programmes broadcasted free on air with access services by the two main commercial broadcasters (in % of the overall programme broadcasted in 2006)

Country	1 st commercial broadcaster							2nd commercial broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
AT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
BE	✓	55%	5%	-	-	-	-	✓	n.d.a.	n.d.a.	-	-	-	-
CY	-	-	-	✓	<1% ⁶⁹	-	-	-	-	-	✓	<1% ⁷⁰	-	-
CZ	✓	n.d.a.	n.d.a.	-	-	-	-	✓	n.d.a.	n.d.a.	-	-	-	-
DE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DK	✓ ⁷¹	90%	>10%	-	-	-	-	✓ ⁷²	70%	-	-	-	-	-
EE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EL	✓	<1% ⁷³	<1%	✓	<1% ⁷⁴	-	-	✓	<1% ⁷⁵	<1%	✓	<1% ⁷⁶	-	-
ES	✓	15%	15%	-	-	-	-	✓	10%	10%	-	-	-	-
FI	✓	52%	-	-	-	-	-	✓	56%	-	-	-	-	-
FR	✓	49%	49%	-	-	-	-	✓	18%	18%	-	-	-	-
HU	✓	n.d.a.	n.d.a.	-	-	-	-	✓	n.d.a.	n.d.a.	-	-	-	-
IE	✓	15%	15%	-	-	-	-	✓	30%	30%	-	-	-	-
IT	✓	5,1% ⁷⁷	5,1%	✓	1,4% ⁷⁸	-	-	✓	5,1% ⁷⁹	5,1%	✓	1,4% ⁸⁰	-	-

⁶⁹ Only a daily news programme

⁷⁰ Only a daily news programme

⁷¹ Reported percentages are estimates provided by the broadcaster

⁷² Reported percentages are estimates provided by the broadcaster

⁷³ Only a daily news programme.

⁷⁴ Only a daily news programme.

⁷⁵ Only a daily news programme.

⁷⁶ Only a daily news programme.

⁷⁷ The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with subtitling across all channels owned by the broadcaster.

⁷⁸ The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with sign language interpretations across all channels owned by the broadcaster.

⁷⁹ The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with subtitling across all channels owned by the broadcaster.

Country	1 st commercial broadcaster							2nd commercial broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
LT	✓	n.d.a. ⁸¹	-	-	-	-	-	✓	n.d.a. ⁸²	-	-	-	-	-
LU	- ⁸³	-	-	-	-	-	-	✓	28% ⁸⁴	28%	-	-	-	-
LV	✓	n.d.a.	n.d.a.	-	-	-	-	✓	n.d.a.	n.d.a.	-	-	-	-
MT	-	-	-	✓	0,3% ⁸⁵	-	-	-	-	-	-	-	-	-
NL	✓	n.d.a. ⁸⁶	n.d.a.	-	-	-	-	✓	n.d.a. ⁸⁷	-	-	-	-	-
PL	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PT	✓	5,7%	n.d.a.	✓	2,6%	-	-	✓	4,8%	n.d.a.	✓	3,1%	-	-
SE	✓	75%	35% ⁸⁸	-	-	-	-	✓	85%	-	-	-	-	-
SI ⁸⁹	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SK	✓	1,84%	0,90%	-	-	-	-	✓	1,21%	0,60%	-	-	-	-
UK	✓	86,6%	86,6%	✓	4,3%	✓	9,3%	✓	87,7%	87,7%	✓	4,5%	✓	9,7%
USA	✓ ⁹⁰	85%	85%	-	-	✓	n.d.a.	✓	85%	85%	-	-	✓	n.d.a.

⁸⁰ The percentages were estimated on the basis of data available on the absolute no. of hours broadcasted with sign language interpretations across all channels owned by the broadcaster.

⁸¹ Subtitling was only provided for some films broadcasted in foreign language.

⁸² Subtitling was only for some films broadcasted in foreign language.

⁸³ According to the press release of May 15th 2007 by the National Program Authority 'Conseil National de Programmes' <http://www.cnpl.lu> the subtitling in RTL Luxembourg will be launched in September 2007

⁸⁴ Data refer to a French channel which is received in the country. The percentages provided relate to 2005.

⁸⁵ Overall, 20 hours in 2006.

⁸⁶ In 2007 a legal quota of 50% of the overall programme has been set for broadcasters located in the Netherlands which is to be achieved progressively within the coming four years. This does however not apply to this broadcaster because it is legally based in Luxembourg.

⁸⁷ In 2007 a legal quota of 50% of the overall programme has been set for broadcasters located in the Netherlands which is to be achieved progressively within the coming four years.

⁸⁸ 100% of the recorded programme is available with subtitling (by choosing a certain page on the Text TV) but almost none of the live broadcasts. The relatively small proportion of subtitling available in relation to national language content is due to the large share of live broadcasts.

⁸⁹ Data refer to estimates provided by the Slovenian National Council of Disability Organisations and the Association of Disabled Students

⁹⁰ According to current legislation, programming between 2AM and 6AM is exempt from captioning rules. Otherwise 100% of all new programming must be captioned. There are exemptions for some pre-1998 content, but roughly 75% of this material must be captioned as well. Descriptive Video Services (DVS) from PBS reach approximately 80% of the national market. The FCC mandate for Descriptive Video Services was struck down by a federal court in 2002. The major broadcasters continue to provide

Country	1 st commercial broadcaster							2nd commercial broadcaster						
	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program	Any program with subtitling	Proportion in overall program	Proportion in national language program	Any program with signing	Proportion in overall program	Any program with audio description	Proportion in overall program
CA	✓	>90% ⁹¹	>90%	-	-	✓	>2% ⁹²	✓	>90% ⁹³	>90%	-	-	✓	>2% ⁹⁴
AU	✓	>55% ⁹⁵	>55%	-	-	-	-	✓	>55%	>55%	-	-	-	-

some DVS services on a voluntary basis. This rule if in effect would require 50 hours of descriptive video in prime time or children's programming per quarter or about 4 hours a week. This corresponds with about 7% of programs. Broadcast stations are not required to report the amount of descriptive video services they provide. The same is true for Closed Captioning services.

⁹¹ At least 90% of all programs must be captioned according to individual station licences. There is no requirement for signing. A minimum of 4 hours per week of programs must have descriptive audio according to individual station licences.

⁹² A minimum of 4 hours per week of programs must have descriptive audio according to individual station licences

⁹³ At least 90% of all programs must be captioned according to individual station licences. There is no requirement for signing. A minimum of 4 hours per week of programs must have descriptive audio according to individual station licences.

⁹⁴ A minimum of 4 hours per week of programs must have descriptive audio according to individual station licences

⁹⁵ No data are available from the broadcasters on the amount off access services broadcasted in 2006. A Government inquiry was announced on 12th September to investigate the developments in captioning and other access technologies by the end Of 2008. Therefore, the quota required to be achieved according to current legislation are used for the purposes of this study

Table 9 – Availability of information for customers with disabilities in national language on web sites of selected hard ware manufacturers

		AT	BE	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HU	IE	IT	LU	LT	LV	NL	MT	PT	PL	SE	SI	SK	UK	USA	CA	AU	
A	Info on product accessibility features	✓	-	-	-	✓	-	-	-	-	-	-	-	✓	-	✓	-	-	✓ ⁹⁶	✓	✓	✓ ⁹⁷	✓	-	-	✓	✓	✓	✓ ⁹⁸	
	Other info to disabled customers	✓	✓	-	-	✓	✓	-	-	-	-	-	-	✓	-	✓	-	-	✓	-	-	-	-	-	-	-	-	✓	✓	✓
B	Info on product accessibility features	-	-	-	-	-	-	-	-	✓	-	-	-	✓	-	-	- ⁹⁹	- ¹⁰⁰	-	✓	-	-	-	-	-	- ¹⁰¹	✓	✓	- ¹⁰²	✓
	Other info to disabled customers	-	✓	-	-	-	-	-	-	-	-	-	-	✓	-	-	-	-	-	✓	-	-	-	-	-	-	✓	✓	-	-
C	Info on product accessibility features	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	- ¹⁰³	-	-	-	-	-	-	-	-	-	-	-	-	-
	Other info to disabled customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

⁹⁶ Information concern accessibility features provided by (Microsoft) software available from HP

⁹⁷ Information provided on eAccessibility does only related to specific computer model (Maestro) that has been developed by HP in cooperation with VisuAid

⁹⁸ Information designed for the US government under section 508

⁹⁹ No web site in national language is maintained

¹⁰⁰ No web site in national language maintained

¹⁰¹ No web site in national language available

¹⁰² Only information on Microsoft accessibility features

¹⁰³ No web site in national language is maintained.

Table 10 – Availability of information for customers with disabilities in national language on web sites of selected soft ware companies

		AT	BE	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HU	IE	IT	LU	LT	LV	NL	MT	PT	PL	SE	SI	SK	UK	USA	CA	AU	
A	Info on product accessibility features	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	-	-	✓ ¹⁰⁴	-	✓	✓	✓	✓ ¹⁰⁵	-	✓	-	✓	✓	✓	✓	✓
	Other info to disabled customers	✓	✓	-	-	✓	✓	-	-	-	✓	n.d.a	✓	✓	✓	✓	✓	-	✓	✓	✓	✓	-	-	-	✓	✓	✓	✓	✓
B	Info on product accessibility features	✓	✓	- ¹⁰⁶	-	✓	✓	- ¹⁰⁷	- ¹⁰⁸	-	✓	✓	-	✓	✓	✓	- ¹⁰⁹	-	✓	✓	✓	-	-	-	- ¹¹⁰	✓	✓	✓	✓	✓
	Other info to disabled customers	✓	✓	-	-	✓	✓	-	-	-	✓	n.d.a	-	✓	✓	-	-	-	✓	✓	✓	-	-	-	-	✓	✓	✓	✓	✓
C	Info on product accessibility features	✓ ¹¹¹	✓	- ¹¹²	-	-	-	- ¹¹³	- ¹¹⁴	-	-	-	-	-	-	-	-	-	✓	-	- ¹¹⁵	-	-	-		-	-	-	-	-
	Other info to disabled customers	-	✓	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	✓	-	-	- ¹¹⁶	-	-		-	-	-	-	-

¹⁰⁴ There is some information available through the web site's search function but there is no dedicated link to relevant information easily identifiable by disabled customers.

¹⁰⁵ Beyond the information provided on the web site, a hand book is available in Polish language that inter alia provides information on how people with hearing impairments can contact customer services/sales centres, on how people with visually impairments can obtain documents in formats accessible to them and assistive products that are available from other companies.

¹⁰⁶ No web site in national language is maintained.

¹⁰⁷ No web site in national language is maintained.

¹⁰⁸ No web site in national language is maintained.

¹⁰⁹ No web site in national language is maintained.

¹¹⁰ No web site in national language is maintained.

¹¹¹ Some information regarding accessibility features were identified with help of the search function offered on the web sites. However no easy to identify link to relevant information was provided on the web site.

¹¹² No web site in national language available

¹¹³ No web site in national language available

¹¹⁴ No web site in national language available

¹¹⁵ A link to the company's main web site is provided where accessibility related information is available in non-national language.

¹¹⁶ Some initiatives directed towards people with disabilities launched in other countries are mentioned

Table 11 - Deployment of talking ATMs by retail banks

Country	1 st main retail bank								2nd main retail bank								Talking ATMs deployed by any other bank
	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of headphones	Customer info on the web	Customer info by other means	Planned deployment	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of headphones	Customer info on the web	Customer info by other means	Planned deployment	
AT	-	-	n.d.a.	-	-	-	-	✓ ¹¹⁷	-	-	-	-	-	-	-	-	-
BE	-	-	2511	-	-	-	-	-	-	-	n.d.a.	-	-	-	-	-	-
CY	-	-	30	-	-	-	-	-	✓ ¹¹⁸	12	129	Disabled	-	-	-	-	-
CZ	-	-	585	-	-	-	-	✓ ¹¹⁹	✓	35	1090	Phones	-	✓	✓	✓	-
DE	✓	30	1900	Phones	✓	✓	-	n.d.a.	-	-	n.d.a.	-	-	-	-	-	✓ ¹²⁰
DK	-	-	940	-	-	-	-	✓ ¹²¹	-	-	510	-	-	-	-	-	✓ ¹²²
EE	-	-	502	-	-	-	-	-	-	-	n.d.a.	-	-	-	-	-	-
EL	-	-	1347	-	-	-	-	-	-	-	775.	-	-	-	-	-	✓ ¹²³
ES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	✓ ¹²⁴
FI	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
FR	-	-	-	-	-	-	-	✓ ¹²⁵	✓	352	3600	Phones	✓	-	✓	n.d.a.	✓ ¹²⁶
HU	-	-	1900	-	-	-	-	-	✓	266	330	Phones	-	✓	-	✓ ¹²⁷	✓ ¹²⁸
IE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	✓ ¹²⁹
IT	✓	930	7017	Phones	-	✓	✓ ¹³⁰	✓ ¹³¹	✓	18	4590	Phones	✓	-	✓ ¹³²	✓ ¹³³	✓ ¹³⁴

¹¹⁷ New software is planned be used to upgrade existing ATMs, but it's not clear by now how many machines will actually be enhanced to talking ATMs (within the next 5 to 10 yes)

¹¹⁸ Currently, the talking ATMs deployed have their talking services disabled.

¹¹⁹ The bank plans to introduce talking dispensers in the near future. Details are not available.

¹²⁰ No details available on the no. of talking ATMs deployed

¹²¹ Approximately talking 100 ATMs are planned to be installed. Field testing is planned to start during 2007.

¹²² All existing machines are to be upgraded by means of synthetic speech software over the next two to three years.

¹²³ Overall, 13 talking ATMs are planned to be deployed over the next months.

¹²⁴ The bank "La Caixa" has deployed 31 talking ATMs in Spain

¹²⁵ Details on the number of talking ATMs to be applied by the end of 2007 are not available.

¹²⁶ Caisse d' epergne (30 talking ATMs)

¹²⁷ The bank has adopted a general strategy to use talking models when ever an existing ATM is to be replaced or a new machine is to be installed.

¹²⁸ Magyarországi Volksbank zRt. (1 talking ATM)

¹²⁹ National Irish Bank (2 ATMs)

¹³⁰ By means of periodical contacts with Unione Italiana dei Ciechi e degli Ipovedenti (National Italian Union of the Blind)

¹³¹ Overall, 110 further items are to be deployed by the end of 2007

Country	1 st main retail bank								2nd main retail bank								Talking ATMs deployed by any other bank
	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	
LT	-	-	273	-	-	-	-	✓ ¹³⁵	✓	3	333	Phones	✓	-	-	-	-
LU	-	-	100	-	-	-	-	-	-	-	39	-	-	-	-	-	-
LV	-	-	n.d.a.	-	-	-	-	-	-	-	n.d.a.	-	-	-	-	-	-
MT	- ¹³⁶	-	69	-	-	-	-	✓ ¹³⁷	-	-	70	-	-	-	-	-	-
NL	-	-	n.d.a.	-	-	-	-	-	n.d.a.	-	n.d.a.	-	-	-	-	-	-
PL	-	-	2100	-	-	-	-	- ¹³⁸	-	-	100	-	-	-	-	-	-
PT	✓	2065	2481	Speaker	-	✓	-	✓ ¹³⁹	-	-	n.d.a.	-	-	-	-	-	-
SE	✓	640	640	Speaker	-	-	-	✓ ¹⁴⁰	✓	409	409	Speaker	-	-	-	✓ ¹⁴¹	✓ ¹⁴²
SI	✓	5	600	Phones	-	-	✓ ¹⁴³	✓ ¹⁴⁴	-	-	-	-	-	-	-	-	-
SK	-	-	504	-	-	-	-	✓ ¹⁴⁵	-	-	564	-	-	-	-	✓ ¹⁴⁶	-
UK	-	-	n.d.a.	-	-	-	-	-	- ¹⁴⁷	-	-	-	-	-	-	-	✓ ¹⁴⁸

¹³² Through the so called FRAO service (Funzionamento Atm Rilevato On line). This is a service provided by a consortium of 167 Italian banks called 'Patti Chiari' which covers a total of 26,000 branches, equal to 84% of the entire Italian banking system, aims at helping customers in identifying the nearest ATM of any bank represented by the consortium. The service is offered free of charge over the World Wide Web or through a toll-free telephone number.

¹³³ Only on request of the individual bank branches managing the ATM (no figures available)

¹³⁴ Banco Canci di Brescia (4 ATMs), Banca di Piacenza (5 ATMs), Banca Etica (2 ATMs)

¹³⁵ No details in terms of the no. of talking ATMs to be deployed and the time frame within which this is to happen are available yet

¹³⁶ The bank has deployed ATMs that provide only voice output of basic menu instructions in order to guide users through the process, i.e. they are not fully audio-enabled in terms of providing feed back on the full range of information displayed on the screen (e.g. which buttons to press or what choices are available)

¹³⁷ No details available yet.

¹³⁸ The bank considers installing a small no. of talking ATM. However, no concrete time frame has been set out yet.

¹³⁹ 416 talking ATM are planned to be deployed in short term

¹⁴⁰ All ATMs deployed have accessibility features and when an old one needs to be replaced the new one will also have such features.

¹⁴¹ All ATMs deployed have accessibility features and when an old one needs to be replaced the new one will also have such features.

¹⁴² Swedebank (765), SEB (350)

¹⁴³ Information is available at the bank's call centre

¹⁴⁴ Six further items are planned to be deployed by autumn 2007

¹⁴⁵ 350 items of the installed base are planned to be upgraded by means of specific software by 2009

¹⁴⁶ No decision has been taken yet in relation to no. of items to be deployed and a timeframe for deployment.

¹⁴⁷ A representative of the bank stated the following: "We are aware that ATMs with audio facilities work well both in Australia and the USA, however our own research has highlighted that these ATMs tend to be situated in shopping malls and customers therefore feel secure using them. Our ATMs together tend to be situated on the high street and feedback suggests that customers would feel vulnerable using an audio system".

Country	1 st main retail bank								2nd main retail bank								Talking ATMs deployed by any other bank
	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	Any talking ATM deployed	No. of talking ATMs	No of all ATMs deployed	Mode of operation	Provision of head phones	Customer info on the web	Customer info by other means	Planned deployment	
USA	✓	7000 ¹⁴⁹	16,000	Speaker / Phones	✓	✓	✓ ¹⁵⁰	n.d.a. ¹⁵¹	✓	6,800	6,800	Speaker / Phones	✓	✓	✓ ¹⁵²	n. a.	✓ ¹⁵³
CA	✓	540	3910	Phones	✓	✓	-	✓ ¹⁵⁴	✓	2503	2503	Phones	-	✓	✓ ¹⁵⁵	✓	✓ ¹⁵⁶
AU	✓	1300	1300	Phones	-	✓	✓ ¹⁵⁷	✓ ¹⁵⁸	✓	1700	2200	Phones	-	-	n.d.a.	-	✓ ¹⁵⁹

¹⁴⁸ Northern Bank (14 talking ATMs) and the Clydesdale Bank (9 ATMs)

¹⁴⁹ Estimation provided by the ATM department of the bank

¹⁵⁰ Via 800 number

¹⁵¹ Representatives of the bank declined to comment regarding plans for further deployment or about specifics of their machines

¹⁵² Via 800 number

¹⁵³ Details on the actual no of talking ATMs installed are not available

¹⁵⁴ It is planned to provide 2100 accessible ATMs over the next couple of years

¹⁵⁵ Since all machines have talking capabilities, any telephone directory listing of branches can be used to identify the location

¹⁵⁶ According to a published report, there were over 51,000 ATMs in Canada in 2005 (http://www.interac.org/en_n2_32_researchfacts.html) Due to the existence of Canadian Standards Association (2001). CAN/CSAB651.1-01 Barrier-Free Design for Automated Banking Machines, all major banks have some talking cash dispensers. Additionally there are various companies that are not banks that provide ATMs in public places which also have talking cash dispensers. There is no source of complete information due to the number of different providers. Based on a small survey of local banks It is estimated that at least 30% of the machines include talking capabilities.

¹⁵⁷ At local branches

¹⁵⁸ By 2010 all ATMs to be accessible

¹⁵⁹ Commonwealth Bank (500 items), Westpac (150 items)

Table 12 – Implementation of dedicated policy towards customers with disabilities by selected retail banks

Country	1 st main retail bank		2nd retail bank	
	Dedicated disability policy	Reference to eAccessibility	Dedicated disability policy	Reference to eAccessibility
AT	✓	✓	-	-
BE	✓	✓	✓	-
CY	-	-	-	-
CZ	✓	-	✓	-
DE	✓	✓	✓	✓
DK	✓	✓	✓	✓
EE	-	-	-	-
EL	✓	-	✓	-
ES	-	-	-	-
FI	-	-	✓	✓
FR	✓	✓	✓	✓
HU	-	-	-	-
IE	-	-	-	-
IT	✓	✓	✓	✓
LT	✓	✓	✓	✓
LU	✓	✓	n.d.a.	n.d.a.
LV	-	-	-	-
MT	✓	✓	✓	✓
NL	✓	✓	n.d.a.	n.d.a.
PL	-	-	n.d.a.	n.d.a.
PT	✓	✓	✓	✓
SE	✓	✓	-	-
SI	-	-	-	-
SK	-	-	✓	-
UK	✓	✓	✓	✓
USA	✓	✓	✓	✓

Country	1 st main retail bank		2nd retail bank	
	Dedicated disability policy	Reference to eAccessibility	Dedicated disability policy	Reference to eAccessibility
CA	✓	✓	✓	✓
AU	✓	✓	✓	✓

2 Results of web accessibility check

Table 1 - Governmental

	AT	BE	CY	CZ	DE	DK	EE	ES	FI	FR	GR	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	SE	SI	SK	UK	EU25	AU	CA	US
Fail Level A	83	67	83	40	40	100	100	40	60	40	100	80	33	50	100	33	60	75	60	100	60	100	100	80	17	68	67	33	60
Marginal Fail	0	17	0	0	20	0	0	40	20	60	0	0	67	0	0	67	20	0	0	0	0	0	0	0	17	13	33	50	20
Pass Level A Automatic	17	17	17	0	20	0	0	20	20	0	0	0	0	50	0	0	20	25	40	0	40	0	0	20	17	13	0	17	20
Pass Level A	0	0	0	60	20	0	0	0	0	0	0	20	0	0	0	0	0	0	0	0	0	0	0	0	50	6	0	0	0

Table 2 - Private/Sectoral

	AT	BE	CY	CZ	DE	DK	EE	ES	FI	FR	GR	HU	IE	IT	LT	LU	LV	MT	NL	PL	PT	SE	SI	SK	UK	EU25	AU	US	CA	
Fail Level A	83	100	100	60	83	67	100	80	75	100	100	67	100	67	100	100	83	100	100	100	100	83	100	100	67	89	83	100	100	
Marginal Fail	17	0	0	20	17	0	0	20	25	0	0	33	0	17	0	0	17	0	0	0	0	17	0	0	0	7	0	0	0	0
Pass Level A Automatic	0	0	0	20	0	33	0	0	0	0	0	0	0	17	0	0	0	0	0	0	0	0	0	0	33	4	17	0	0	

3 Methodological notes on data collection

3.1 National data gathering by national correspondents

Data for both the policy indicators as well as a part of the eAccessibility status indicators were collected by national correspondents in each of the 25 EU member states under investigation and in the three reference countries (US, CA, AU).

The policy indicators and the eAccessibility status indicators were collected in two subsequent research waves by means of dedicated data gathering instruments (electronic forms). The first research wave (policy indicators) was conducted in autumn 2006, the second wave (eAccessibility status) was conducted in summer 2007.

The data gathering templates used can be found in annexes 3 and 4 below.

For Question 14 of the template (Do the leading global hardware and software manufacturers provide any information to disabled customers in your (main) national language on their web sites?) data was collected from the national websites of the three largest global hardware and software manufacturers. These were selected according to current market statistics. For hardware these were: Hewlett Packard (HP), Dell and Acer. For software these were: Microsoft, Adobe and SAP.

In both research waves, data collated by the national correspondents were cross-checked and - whenever possible - validated against existing evidence by the project partner responsible for the work before their analysis and inclusion in this report.

3.2 Surveys of key stakeholder groups

3.2.1 Survey procedure

Data for the stakeholder indicators were collected by means of three standardized surveys using an electronic questionnaire. Four different questionnaires were sent to respondents from the three stakeholder groups:

- One questionnaire to organisations representing people with disabilities
- One questionnaire to ICT industry
- Two questionnaires to public procurement officials...
 - in the 25 EU member states
 - in the three reference countries

For each questionnaire, a Microsoft Word document with form elements (checkboxes, input fields) was used. The document was sent by e-mail to all members of the sample, who were asked to fill it in, save it and e-mail it back to the project team. During field work, the study team operated a phone and e-mail hotline to answer questions, solve technical problems etc. A number of reminder e-mails was sent to all potential respondents in order to increase the return rate. Additionally, telephone follow-ups were conducted among public procurement officials and disability organisations where feasible.

As Word documents with form elements are known to cause problems for users of assistive devices such as screen readers, a fully accessible version was made available upon request to all respondents experiencing accessibility-related problems. The accessible questionnaires conformed to the RNIB recommendations for accessible electronic forms (cf. RNIB, See it Right - Making information accessible for people with sight problems. London 2006.).

The questionnaires used can be found in sections 6 - 9 below. More information about each survey is provided in the following.

3.2.2 Fieldwork time

Fieldwork time for all three surveys was from June - September 2007.

3.2.3 Survey of organisations representing people with disabilities

Sample: For EU: Questionnaires were sent to the members of the European Disability Forum (EDF) and to members of other key European disability organisation representing disabled people in general, visual impaired, hearing impaired, speech impaired, motor impaired and cognitive impaired
For three reference countries (US, CA, AU): Questionnaires were sent to organisations identified via web search in the categories described above.

Response rate: Questionnaires sent: 319
Technical failures: 7
Refused: 14
Non-response: 254
Returned: 44

3.2.4 Survey of ICT industry

Sample: Questionnaires were sent to the members of key ICT industry associations: EICTA (EU, all ICT industry), ITAA (US, all ICT industry), ITAC (CA, all ICT industry), AIIA (AU, all ICT industry), ITU (international, only telecommunication operators and service providers with status Recognised Operating Agency (ROA))

Response rate: Sent: 1126
Technical failures: 0
Refused: 15
Non-response: 1081
Returned: 30

3.2.5 Survey of public procurement officials

Sample: For EU: Questionnaires were sent to the members of the European Public Procurement Network (PPN).
For three reference countries (US, CA, AU): Questionnaires were sent to national administration offices with public procurement responsibilities.

Response rate: Questionnaires sent: 65
Technical failures: 8
Refused: 2
Non-response: 31
Returned: 24

3.3 Web accessibility test

The MeAC project conducted a web accessibility test across a number of websites in the EU25 Member States and the three reference countries (US, CA, AU) in July 2007. For this purpose, a defined sampling framework was employed for the selection of websites, to ensure that important websites for citizens were included and that the same types of sites in each country were compared. The websites to be tested were classified into two domains:

- Governmental websites, including the main web portal of the national government and the website of the national parliament as well as of several national ministries (social affairs, health, education, employment/labour, as applicable).
- Private / sectoral websites, including the website of the main national daily news paper, the main free-on-air broadcasting TV channel, the main national retail bank, the main national railway service and the main national operator for mobile and fixed-line telecommunication, respectively.

The URLs of these websites were collected by the national correspondents.

URLs used always refer to the national language version of a website. In case of Belgium either the Flemish or the French version were selected randomly. For Canada, English website versions were tested.

In the governmental domain, the number and responsibilities of the national ministries may vary from country to country (e.g. if social and health affairs are dealt with by one ministry).

For the private/sectoral domain, the main providers were selected according to market statistics (cf. the annex of the eAccessibility status measurement research template at the end of section 5 below for lists of the main providers per country).

All URLs submitted by the national correspondents were checked for validity and a total of 336 URLs was included in the automated assessment (Step 1 of the test, cf. below). For a full list of the URLs included in the test section 10 below. This assessment addressed 15 of the 16 checkpoints of WCAG 1.0 Priority 1¹⁶⁰. The checkpoints used for the test are listed in the table below, grouped into 7 themes according to the type of content/code concerned.

Exhibit 1 WCAG 1.0 Priority 1 checkpoints

In General (Priority 1)	
1.1	Provide a text equivalent for all non-text elements.
2.1	Ensure that all information conveyed with color is also available without color, for example from context or markup.
4.1	Clearly identify changes in the natural language of a document's text and any text equivalents (e.g., captions).
6.1	Organize documents so they may be read without style sheets. For example, when an HTML document is rendered without associated style sheets, it must still be possible to read the document.
6.2	Ensure that equivalents for dynamic content are updated when the dynamic content changes.
7.1	Until user agents allow users to control flickering, avoid causing the screen to flicker.
And if you use images and image maps (Priority 1)	
1.2	Provide redundant text links for each active region of a server-side image map.
9.1	Provide client-side image maps instead of server-side image maps [except where the regions cannot be defined with an available geometric shape].
And if you use tables (Priority 1)	
5.1	For data tables, identify row and column headers.
5.2	For data tables that have two or more logical levels of row or column headers, use markup to associate data cells and header cells.
And if you use frames (Priority 1)	
12.1	Title each frame to facilitate frame identification and navigation
And if you use applets and scripts (Priority 1)	
6.3	Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page.
And if you use multimedia (Priority 1)	
1.3	Until user agents can automatically read aloud the text equivalent of a visual track, provide an auditory description of the important information of the visual track of a multimedia presentation.
1.4	For any time-based multimedia presentation (e.g., a movie or animation), synchronize equivalent alternatives (e.g., captions or auditory descriptions of the visual track) with the presentation.
And if all else fails (Priority 1)	
11.4	If, after best efforts, you cannot create an accessible page, provide a link to an alternative page that uses W3C technologies, is accessible, has equivalent information (or functionality), and is updated as often as the inaccessible (original) page.

3.3.1 Testing procedure

Each of the submitted 336 URLs was processed by retrieving a number of pages, commencing with the home page and progressively following the hyperlinks to a predetermined depth within each domain.

¹⁶⁰ Cf. <http://www.w3.org/TR/WCAG10/full-checklist.html>.

Wherever possible the domain depth selected was 5 and the number of pages analyzed was 25. The results of the assessment were then consolidated for each site and stored in a spreadsheet for analysis.

During this process a number of sites could not be analyzed since technical problems with the sites were encountered whereas in some cases duplicate URLs were provided. At the conclusion of the process, usable data was obtained from 314 sites. From the compiled list, websites that passed the automatic checkpoints moved directly into the manual assessment process.

Step 1: Automated Assessment

All websites underwent an automated accessibility test. The automated test was undertaken by EWORX S.A. using the software tool Test Accesibilidad Web (TAW) which has been developed by the Spanish Fundacion CTIC (<http://www.tawdis.net/taw3/cms/en>). This tool has been widely used within Europe and the Danish office for Public Information On-line ¹⁶¹(OIO), provides TAW as the accessibility-assessment tool of choice.

Step 2 – Manual Assessment

Sites that achieved Pass Level A from the Automated Assessment were then subjected to a manual assessment. This assessment consisted of selecting a limited number of pages within the given sites and where possible: the Home Page, About, Site Map, Contact Page and the Search. Each of these pages were subjected to a Manual Assessment. A team of accessibility experts within EWORX carried out the Manual Assessment.

3.3.2 Definition of Pass and Failure at Level A

In the context of the current project it was decided that the report produced for the UK Presidency of the European Council 2005 would be used as a foundation on which to define the Pass and Failure Criteria at Level A.¹⁶² The definitions used are presented below:

- Pass Level A - Website addresses submitted for Automatic Testing and passed Priority 1 Checkpoints, including a range of test than can only be assessed through manual inspection.
- Pass Level A Automatic – Website addresses submitted for Automatic Testing and passed Priority 1 Automatic Checkpoints.
- Marginal Fail – Website addresses where failure occurs in Level A conformance, below specific quantitative thresholds (cf. table below). The site fails a limited number of distinct Priority 1 checks and/or on a limited number of failure instances. These failures only concern fully automated checks. Checkpoints that require manual checking were not been verified.
- Fail Level A – Website addresses with extensive failure in Level A conformance. Site fails multiple distinct Priority 1 checks. This level of failure only involves fully automated checks.

¹⁶¹ The Danish office for Public Information On-line is a section under the Agency for IT and Telecommunications (<http://www.itst.dk/>), which is itself a department under the Ministry for Science, Technology and Development (www.vtu.dk).

¹⁶² eAccessibility of Public Sector Services in the European Union available at www.cabinetoffice.gov.uk/e-government/eaccessibility

Exhibit 2 Detailed Criteria for Level A

No of Checkpoint Failures	Definition
	If the number of images (including image map hotspots (AREA) and Area elements) are found to lack an ALT Attribute is 0 = Pass
1	If the number of images (including image map hotspots (AREA) and Area elements) are found to lack an ALT Attribute is less than or equal to 10 OR if the number of images (including image map hotspots (AREA) and Area elements) which are found to lack an ALT attribute is less than or equal to 5% of all the images found = Marginal Fail
	If the number of images (including image map hotspots (AREA) and Area elements) are found to lack an ALT Attribute is more than 10 AND is also more than 5% if all images found = Fail
1	If the checkpoint that the site failed was not Checkpoint 1.1 then the site was classified as = Fail

3.3.3 Manual Assessment PASS/FAIL Criteria

WCAG1 checkpoint 1.1

Is the ALT text provided for images meaningful and appropriate?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is meaningful and appropriate ALT text provided for each image map hotspot area?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is meaningful and appropriate ALT text provided for each Java Applet?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is meaningful and appropriate alternative accessible content provided for each Java Applet?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is meaningful & appropriate alternative accessible content provided for the OBJECT content?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is meaningful & appropriate alternative accessible content provided for the EMBED content?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is the NOFRAMES content meaningful & appropriate?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Does the NOFRAMES content provide unframed access to the content of the site?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

(IFRAME) Is meaningful & appropriate alternative content provided in lieu of the framed content?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

(IFRAME) Is it possible to access this content outside of frames?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 12.1

Are frame titles meaningful and appropriate?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoints 1.2 and 9.1

Are additional text links provided in addition to each server side image map?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Are these text links an appropriate alternative for anyone who can't use the image map?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 1.3

If information is present in the visual aspect of the presentation which is not also communicated in the standard audio track of the presentation], has a suitable audio description been provided?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 1.4

If synchronised captions and/or audio description are required in order to fully understand the content of the presentation], have such synchronised alternatives been provided?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 2.1

Were any instances found of colour/visual formatting being used as the only way of conveying information?

PASS = NO

Marginal Fail = A FEW

FAIL = MANY

WCAG1 checkpoint 4.1

Are all changes in language being coded properly using the LANG attribute?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 5.1

Has TH been used to code genuine table headings rather than simply for the purpose of visual formatting?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Have row and/or column headings for simple data tables been appropriately coded as table headings using TH?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 5.2

Has TH been used appropriately?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Have SCOPE and/or HEADERS been used properly to associate each table cell with the relevant table headings?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 6.1

Is the content presented in a logical sequence when CSS is not supported?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is there any residual visual formatting which interferes with the legibility of the content when CSS is not supported?

PASS = NO

Marginal Fail = SOME

FAIL = LOTS

Is the content presented in a logical sequence when a personal style sheet is used?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Is there any residual visual formatting which interferes with the legibility of the content when a personal style sheet is used?

PASS = NO

Marginal Fail = SOME

FAIL = LOTS

WCAG1 checkpoint 6.2

If any instances of dynamic content were found, and if any accessible alternative presentation of the same content is provided], is the alternative presented in a way which will allow it to be updated so that it shows the latest information available?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

WCAG1 checkpoint 6.3

Do features which otherwise use JavaScript function in its absence?

PASS = YES

Marginal Fail = MOSTLY

FAIL = NO, SOME, MIXED

Do links which use JavaScript to open in a new window still function as links when JavaScript is not supported?

PASS = YES

Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

Can forms which use JavaScript for validation still be submitted when JavaScript is not supported?

PASS = YES
Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

Are adequate alternatives provided for any features which are otherwise provided through the use of Java Applets?

PASS = YES
Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

If Flash has been found on the site (e.g. OBJECT element) have adequate non-Flash alternatives been provided for the functionality otherwise reliant on support for Flash?

PASS = YES
Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

WCAG1 checkpoint 7.1

Were any instances of flickering content found?

PASS = NO
Marginal Fail = A FEW
FAIL = MANY

Was any warning given before the content was displayed?

PASS = YES
Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

WCAG1 checkpoint 11.4

If any material is found while reviewing the site which cannot be made directly accessible, has a suitable accessible alternative presentation or page been provided?

PASS = YES
Marginal Fail = MOSTLY
FAIL = NO, SOME, MIXED

4 Methodological note on eAccessibility status indicators

Indicator Profile	
<i>Indicator name:</i>	Provision of accessibility-related product information by selected national mobile and landline operators
<i>Domain:</i>	Telephony
<i>Components and scores:</i>	a: Mobile telephony operator 1 offering phones explicitly labelled as hearing aid compatible [Score: no = 0, yes = 1] b: Mobile telephony operator 1 providing disability information on their website [Score: no = 0, yes = 1] c: Mobile telephony operator 2 offering phones explicitly labelled as hearing aid compatible [Score: no = 0, yes = 1] d: Mobile telephony operator 2 providing disability information on their website [Score: no = 0, yes = 1] e: Land-line telephony operator 1 offering phones explicitly labelled as hearing aid compatible [Score: no = 0, yes = 1] f: Land-line telephony operator 1 providing disability information on their website [Score: no = 0, yes = 1] g: Land-line telephony operator 2 offering phones explicitly labelled as hearing aid compatible [Score: no = 0, yes = 1] h: Land-line telephony operator 2 providing disability information on their website [Score: no = 0, yes = 1]
<i>Method:</i> (Computation of indicator value for a country c)	$I_c = 5 * \left(\frac{\frac{a_c}{a_{\max}} + \frac{b_c}{b_{\max}} + \frac{c_c}{c_{\max}} + \frac{d_c}{d_{\max}} + \frac{e_c}{e_{\max}} + \frac{f_c}{f_{\max}} + \frac{g_c}{g_{\max}} + \frac{h_c}{h_{\max}}}{8} \right)$

Indicator Profile	
<i>Indicator name:</i>	Availability of text relay service
<i>Domain:</i>	Telephony
<i>Components and scores:</i>	a: Availability of a text-relay service either as pilot or regular service [Score: no service = 0, pilot = 1, regular = 2] b: Service hours of the text-relay service, either 24h a day, 7 days per week or less [Score: less = 1, 24/7 = 2]
<i>Method:</i> (Computation of indicator value for a country c)	$I_c = 5 * \left(\frac{\frac{a_c}{a_{\max}} + a_c * \frac{b_c}{b_{\max}}}{3} \right)$

Indicator Profile	
<i>Indicator name:</i>	Share of national language programmes broadcasted with subtitles by two main public broadcasters
<i>Domain:</i>	TV
<i>Components and scores:</i>	a: Share of total programme in national language provided with subtitles by broadcaster 1 [Score: % programme with subtitles] b: Share of total programme in national language provided with subtitles by broadcaster 2 [Score: % programme with subtitles]

Method:
(Computation of indicator value for a country c)

$$I_c = 5 * \left(\frac{\left(\frac{a_c}{a_{\max}} + \frac{b_c}{b_{\max}} \right)}{2} \right)$$

Indicator Profile

Indicator name: **Share of national language programmes broadcasted with subtitles by two main commercial broadcasters**

Domain: TV

Components and scores:
a: Share of total programme in national language provided with subtitles by broadcaster 1 [Score: % programme with subtitles]
b: Share of total programme in national language provided with subtitles by broadcaster 2 [Score: % programme with subtitles]

Method:
(Computation of indicator value for a country c)

$$I_c = 5 * \left(\frac{\left(\frac{a_c}{a_{\max}} + \frac{b_c}{b_{\max}} \right)}{2} \right)$$

Indicator Profile

Indicator name: **Provision of accessibility-related information by selected hard- and software manufacturers via their national website**

Domain: Computer

Components and scores:
a: Provision of different types of accessibility-related information by software manufacturer 1 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]
b: Provision of different types of accessibility -related information by software manufacturer 2 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]
c: Provision of different types of accessibility -related information by software manufacturer 3 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]
d: Provision of different types of accessibility -related information by hardware manufacturer 1 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]
e: Provision of different types of accessibility -related information by hardware manufacturer 2 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]
f: Provision of different types of accessibility -related information by hardware manufacturer 3 via their national website [Score: no information = 0, one type of information = 1, two types of information = 2]

Method:
(Computation of indicator value for a country c)

$$I_c = 5 * \left(\frac{\frac{a_c}{a_{\max}} + \frac{b_c}{b_{\max}} + \frac{c_c}{c_{\max}} + \frac{d_c}{d_{\max}} + \frac{e_c}{e_{\max}} + \frac{f_c}{f_{\max}}}{6} \right)$$

Indicator Profile	
<i>Indicator name:</i>	Basis accessibility of governmental websites (WCAG Level A automatic checkpoints only)
<i>Domain:</i>	Web
<i>Components and scores:</i>	a: Share of governmental websites accessible according to Web Content Accessibility Guidelines, Level A [Score = % of websites passing test]
<i>Method:</i> (Computation of indicator value for a country c)	$I_c = 5 * \frac{a_c}{100}$

Indicator Profile	
<i>Indicator name:</i>	Basis accessibility of private/sectoral websites (WCAG Level A automatic checkpoints only)
<i>Domain:</i>	Web
<i>Components and scores:</i>	a: Share of private/sectoral websites accessible according to Web Content Accessibility Guidelines, Level A [Score = % of websites passing test]
<i>Method:</i> (Computation of indicator value for a country c)	$I_c = 5 * \frac{a_c}{100}$

Indicator Profile	
<i>Indicator name:</i>	Deployment of talking ATMs by selected national retail banks
<i>Domain:</i>	Self-service terminals
<i>Components and scores:</i>	a: Share of talking ATMs deployed by main national retail bank 1 as share of all ATMs deployed by the bank [Score: % of accessible ATMs] b: Share of talking ATMs deployed by main national retail bank 2 as share of all ATMs deployed by the bank [Score: % of accessible ATMs]
<i>Method:</i> (Computation of indicator value for a country c)	$I_c = 5 * \left(\frac{\left(\frac{a_c}{a_{\max}} + \frac{b_c}{b_{\max}} \right)}{2} \right)$

5 Questionnaire of survey of organisations representing people with disabilities

**Measuring Progress of eAccessibility
in Europe**

MeAC

**Survey of
Organisations Representing People with Disabilities**

**Questionnaire
- Electronic Version -**

conducted by



Communications and Technology Research, Bonn

in collaboration with

Work Research Centre, Dublin

The Royal National Institute for Blind People, London

The Royal National Institute for Deaf People, London

eWORX, Athens

Thank you for participating in this survey!

This is an international survey of organisations representing people with disabilities. The focus of the survey is on "eAccessibility", that is, on the extent to which the various information and communications technologies (ICTs) that are now a common part of everyday life are accessible to people with disabilities. It is being conducted in the framework of a study commissioned by the Commission of the European Communities (CEC). The questionnaire asks about the everyday eAccessibility situation of people with disabilities and does not require any specific technical knowledge to complete.

The origins of the survey are linked to the European Commission's *Communication to the Council, the European Parliament and the European Social and Economic Committee of the Regions on eAccessibility* [SEC(2005)1095], which referred to the achievement of eAccessibility as a social, ethical and political imperative. A key point in the Communication was the need for empirical evidence regarding the eAccessibility situations that people with disabilities face across Europe and beyond, in order to provide a solid grounding for the further development of European eAccessibility policies.

This survey is intended to make an important contribution to this by conducting the first systematic collection of comparable international data (from 25 EU Member states, the United States, Canada and Australia) on a broad range of eAccessibility themes. Apart from directly supporting the European Commission's work, it is expected that the results will provide a useful international source of information for all parties that have an interest in achieving equality of access to information and communication technologies for people with disabilities in Europe and beyond.

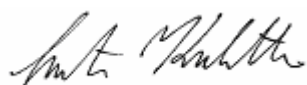
The next six months are a critical stage of European policy-making on eAccessibility. In order to formulate policies that are appropriate for the varying situations and circumstances across the Member States, it is necessary to have representative information from across all the Member States (as well as important other countries) and from all disability groups. For this reason, it is essential that the survey generates good quality information from all countries and for all the relevant disability groups. Therefore, it is really important that every organisation completes the relevant parts of the questionnaire (different parts address particular disability groups and eAccessibility issues, and not all will be relevant for any one organisation) and returns it to us, even if eAccessibility is not a core feature of their activities for people with disabilities.

The information collected in the survey will be presented in an anonymous manner, enabling comparisons across countries but not linked to any individual organisations, and will serve entirely non-commercial purposes.

In case of any questions or concerns, please do not hesitate to get in touch.

Finally, in advance, we would like to thank you very much for your kind support!

Yours sincerely



Lutz Kubitschke

empirica

How to complete the questionnaire

This questionnaire is structured according 13 thematic sections as listed below. Each section addresses a specific aspect of eAccessibility, either in relation to a particular ICT domain such as mobile telephony or the web or in relation to a particular type of disability (hearing, vision, speech, physical, cognitive, etc.). Not all questions / sections may be of relevance for the user group(s) represented by your organisation. Wherever this is the case, you only need to tick the box provided to the right of the question and move on to the next one.

The questionnaire is designed to be completed using Microsoft WORD on-screen, not in a printed copy. Use of the TAB (and SHIFT-TAB) keys is a convenient way of moving between answer-fields, which are marked in grey. You can also browse the document with help of a mouse. Individual boxes can be ticked either by pressing the SPACE key or by a mouse click. Other fields will expand and allow for two or more lines of text. If you have any comments on questions, please provide these at the end of the questionnaire. Please save the completed questionnaire file to disk before sending it to us.

Should you have any questions or experience any problems in completing the questionnaire do not hesitate to get in touch at any time. Also, you may find the glossary (on the next page) helpful for understanding key terms used in the questionnaire.

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Please return the completed questionnaire by 9th July 2007 by email

Thanks a lot in advance!

Thematic sections of the questionnaire

Section 1	About your organisation	5
Section 2	Voice telephony (accessible landline handsets).....	8
Section 3	Public pay phones (text telephony, wheelchair access)	10
Section 4	Mobile telephony (cell phones).....	12
Section 5	Text telephony (for people with hearing or speech impairments).....	18
Section 6	Video telephony (for sign language and lip reading)	21
Section 7	Broadcast TV services and equipment (subtitling, signed programmes, audio description).....	23
Section 8	Computer hardware and software (built-in accessibility, assistive devices).....	27
Section 9	Web content and services (accessible web design and multimedia content).....	30
Section 10	Self-service terminals (automated teller machines, ticket machines, information kiosks)	32
Section 11	eAccessibility for people with cognitive impairments and learning disabilities	34
Section 12	eAccessibility related certification and labelling	35
Section 13	The European and international dimension.....	36

Key terms used the questionnaire

Assistive device	A tool that is specifically designed to assists 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	Audio description is an ancillary component associated with a television service which delivers a verbal description of the visual scene as an aid to understanding and enjoyment particularly, but not exclusively, for viewers who have visual impairment. 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 that people with disabilities have.
eAccessibility	The term 'eAccessibility' refers the degree that ICT services and devices as well as electronic media can be accessed by people with disabilities without facing any technical barriers that are inherent to the service and/or device to be used. (Note: In the context of this study the term does <u>not</u> refer to the degree of personal skills that may be required to utilise such services and/or devices (e.g. computer skills that may be required to brows the World Wide Web).
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).

Landline telephone	A telecommunications device that is connected to a telephone line which travels through a solid medium, a so-called 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 <u>cell phone</u> is more commonly users.
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 machines and information kiosks.
Signed TV content	The provision of a real-time signed translation of the spoken content
Subtitling	Subtitling is an on-screen text based representation of what is being said in a broadcast programme, and sometimes includes descriptions of background sounds. It can be visible continuously (open subtitles) or included with the picture as desired (closed subtitles).
Text telephone (TTY)	A telecommunications device enabling people who are unable to use voice telephony (e.g. people with hearing impairments or speech impairments) to communicate in real time text mode. In some countries the term telecommunications device for the deaf (TDD) is more commonly used.
Text relay service	A telecommunications service that enables text telephone users and voice telephone users to interact by providing conversation between the two modes in substantially real time.
Video relay service	A telecommunications service that enables deaf video telephone signers and voice telephone users to interact

Section 1: About your organisation

Q01 What is the official name of your organisation?

Q02 In which country is your organisation located?

Q03 Overall, how many paid staff does your organisation currently employ?

Q04 In which year was your organisation founded?

**Q05 Please indicate which of the following activities your organisation engages in
(Note: multiple answers possible)**

- Raise awareness on issues concerning disabled people among the general public
- Lobby policy, industry and/or other institutional bodies on issues for disabled people
- Provide information services for disabled people (e.g. on consumer issues)
- Provide practical support services for disabled people (e.g. independent living services)
- Research on disability issues (e.g. participation in research projects)
- Other

If other, please specify

Q06 Which disability group(s) does your organisation represent? (Note: multiple answers possible)

- People with disabilities in general (without reference to specific impairments)
- People with visual impairments
- People with hearing impairments
- People with speech impairments
- People with physical impairments
- People with cognitive/learning impairments
- People with other impairments

Q07 Does your organisation currently engage in any activities aiming to improve the accessibility of Information and Communication Technology (ICT) or electronic media to people with disabilities - now commonly referred to as "eAccessibility"? (Note: multiple answers possible)

- No **[go to Q11]**
- Raise awareness on eAccessibility issues
- Lobby policy, industry and/or other institutional bodies on eAccessibility issues.....
- Provide eAccessibility related information to disabled people (e.g. on accessibility of ICT devices).....
- Provide eAccessibility services to disabled people (e.g. assistive devices / software).....
- Research on accessible ICTs/media (e.g. participation in research projects)
- Other

If other, please specify

Q08 Does your organisation employ any staff with specific expertise in relation to eAccessibility matters?

- No eAccessibility expert **[go to Q10]**
- One eAccessibility expert
- More than one eAccessibility experts

If more than one, please specify how many

Q09 In which of the following ICT domains does your organisation have eAccessibility related expertise? (Note: multiple answers possible)

- Telecommunications services / equipment.....
- Broadcast TV services / equipment.....
- Computer hardware / software
- Web services / content
- Self-service terminals (e.g. cash dispensing machines, ticket machines)
- Other

If other, please specify

Q10 Has your organisation ever been actively involved in pursuing an eAccessibility related discrimination claim by legal action or through other redress mechanisms (e.g. ombudsman, equality tribunal, etc.)? (Note: Multiple answers possible)

No

By supporting an individual in pursuing an eAccessibility related discrimination claim

By your own organisation pursuing an eAccessibility related discrimination claim

By other means

If yes, please describe the legal/regulatory basis for the claim and the ICTs/media that the case was concerned with

Q11 Have any laws, regulations or other official policies been implemented in your country that are directed towards improving eAccessibility? (Note: multiple answers possible)

	Laws / regulation	Other official policies
No.....	<input type="checkbox"/>	<input type="checkbox"/>
<u>Yes, in relation to:</u>		
a) Telecommunications services / equipment	<input type="checkbox"/>	<input type="checkbox"/>
b) Broadcast TV services / equipment	<input type="checkbox"/>	<input type="checkbox"/>
c) Computer hardware / software	<input type="checkbox"/>	<input type="checkbox"/>
d) Web services / content.....	<input type="checkbox"/>	<input type="checkbox"/>
e) Self-service terminals (e.g. cash dispensing machines, ticket machines).....	<input type="checkbox"/>	<input type="checkbox"/>
Don't know.....	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Voice telephony (accessible handsets)




Key issues: Telephone handsets with accessibility features (e.g. separate volume and tone controls, extra loud ring and a flashing light indicating incoming calls, hands-free operation)


Q12 Please estimate what proportion of disabled people in your country that would benefit from (landline) voice telephone handsets with accessibility features actually have such phones?				
Very few of those who would benefit <input type="checkbox"/>	Some of those who would benefit <input type="checkbox"/>	Most of those who would benefit <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q13 Over the last 5 to 10 years, do you feel that any progress has been made in your country in the availability of voice telephone handsets that have such built-in accessibility features?					
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
If the situation has got better / worse, please briefly describe what changes have happened: <input style="width: 100%;" type="text"/>					

Q14 If any progress has been achieved in your country in this area over the last 5 to 10 years, in your opinion what have been the main factors that have contributed to this? (Note: multiple answers possible)				
Laws, regulations or other official policies that have been introduced <input type="checkbox"/>				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Actions taken on own initiative by the telecommunications services / equipment industries <input type="checkbox"/>				
General technological developments <input type="checkbox"/>				
Consumer actions or market forces <input type="checkbox"/>				
Other <input type="checkbox"/>				
Please briefly explain the factor(s) that have been involved <input style="width: 100%;" type="text"/>				

Q15 In your country, how does the <u>typical (retail) price</u> for a (landline) voice telephone handset with accessibility features <u>compare</u> with the price of a standard handset? 				
About the same	A little more expensive	A lot more expensive	Don't know	Does not concern the user group(s) represented by my organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Are there <u>any supports</u> available in your country to help people with impairments who would benefit from a telephone handset with good accessibility features to get one for private use (e.g. financial support or free of charge provision) ? 			
Yes	No	Don't know	Does not concern the user group(s) represented by my organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having an accessible (landline) voice telephone handset in your country (if needed)? (Note: Multiple answers possible) 					
	Major barrier	Minor barrier	Not a barrier	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If other barrier, please specify</u> <input type="text"/>					

Q18 Overall, what are the <u>most important problems</u>, if any, that need to be addressed in your country to increase the availability / usage of (landline) voice telephone handsets with accessibility features? 	
<u>Please describe the most important problem(s) and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Section 3: Public pay phones (text telephony, wheelchair access)




Key issues: Availability of text telephone facilities in public telephone booths, public pay phones that are specifically designed to cater for the requirements of disabled users

Q19 Please estimate how widely available text telephone facilities are in public telephone booths / public places in your country? 


Little or no availability <input type="checkbox"/>	Some availability (but a lot less than needed) <input type="checkbox"/>	Quite wide availability (about as much as needed) <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
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
Q20 Please estimate how widely available public telephone booths that are accessible to wheelchair users are in your country? 

Little or no availability <input type="checkbox"/>	Some availability (but a lot less than needed) <input type="checkbox"/>	Quite wide availability (about as much as needed) <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
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Q21 Over the last 5 to 10 years, do you feel that any progress has been made in the availability of accessible public pay phones to people with disabilities in your country? 

<p>a) Availability of <u>text telephone facilities</u> in public telephone booths / public places</p> <p>Considerable progress <input type="checkbox"/> Some progress <input type="checkbox"/> No progress <input type="checkbox"/> Things have got worse <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u> <input type="text"/></p>					<p>Does not concern the user group(s) represented by my organisation <input type="checkbox"/></p>
<p>b) Availability of public pay phones accessible to <u>wheelchair users</u></p> <p>Considerable progress <input type="checkbox"/> Some progress <input type="checkbox"/> No progress <input type="checkbox"/> Things have got worse <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u> <input type="text"/></p>					

Q22 If any progress has been made in your country in either or both of these areas over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible)		
Laws, regulations or other official policies that have been introduced <input type="checkbox"/> Actions taken on own initiative by the telecommunications services / equipment industries <input type="checkbox"/> General technological developments <input type="checkbox"/> Other <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation	
<u>Please briefly explain the factor(s) that have been involved</u> <input type="text"/>		<input type="checkbox"/>

Q23 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve the availability of public telephone booths that are accessible to disabled users?		
<u>Please describe the most important problem(s) and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>	

Section 4: Mobile telephony (cell phones)



Key issues: Hearing aid compatibility, voice output options (e.g. for menus), adjustable visual displays, physical design

Note: Q24 to Q30 concern people with hearing impairments !

Q24 Please estimate what proportion of hearing impaired people in your country that would benefit from a mobile phone that has good compatibility with hearing aids actually have such a phone? 


Very few of those who would benefit

Some of those who would benefit

Most of those who would benefit

Don't know

Does not concern the user group(s) represented by my organisation

Q25 Over the last 5 to 10 years, do you feel that any progress has been made in the level of accessibility of mobile telephony for people with hearing impairments (especially hearing aid users) in your country? 

a) Availability of mobile phones that cause minimal or no interference with hearing aids

Considerable progress

Some progress

No progress

Things have got worse

Don't know

If the situation has got better / worse, please briefly describe what changes have happened:

Does not concern the user group(s) represented by my organisation

b) Availability of mobile phones that give good inductive (magnetic) coupling with hearing aids

Considerable progress


Some progress


No progress


Things have got worse


Don't know


If the situation has got better / worse, please briefly describe what changes have happened:

Q26 If any progress has been achieved in your country in either or both areas over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 	
Laws, regulations or other official policies that have been introduced <input type="checkbox"/> Actions taken on own initiative by the telecommunications services / equipment industries <input type="checkbox"/> General technological developments <input type="checkbox"/> Consumer actions or market forces <input type="checkbox"/> Please briefly explain the factor(s) that have been involved! <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q27 In your country, how does the <u>typical (retail) price</u> for a mobile phone with good hearing aid compatibility <u>compare</u> with the price of a standard mobile phone? 	
About the same <input type="checkbox"/> A little more expensive <input type="checkbox"/> A lot more expensive <input type="checkbox"/> Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q28 Are there <u>any supports</u> available in your country to help people with hearing impairments who would benefit from a mobile phone handset with good accessibility features to get one for private use (e.g. financial support or free of charge provision) ? 	
Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q29 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having a mobile phone with good hearing aid compatibility in your country (if needed)? (Note: Multiple answers possible) 																										
<table border="0"> <tr> <td></td> <td>Major barrier</td> <td>Minor barrier</td> <td>Not a barrier</td> <td>Don't know</td> </tr> <tr> <td>No or very few products / devices available</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Lack of information on available products / devices</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Too expensive for the end users</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Other barrier</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		Major barrier	Minor barrier	Not a barrier	Don't know	No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
	Major barrier	Minor barrier	Not a barrier	Don't know																						
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
If other barrier, please specify <input type="text"/>																										


Q30 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve the availability / usage of mobile phones with good hearing aid compatibility? 	
Please describe the most important problems and how they can best be addressed <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Note: Q31 to Q37 concern people with visual impairments!


Q31 Please estimate what proportion of visually impaired people in your country who would benefit from a mobile phone with accessibility features (e.g. voice output option for menus and/or text messages, adjustable visual displays) actually have such a phone. 				
Very few of those who would benefit <input type="checkbox"/>	Some of those who would benefit <input type="checkbox"/>	Most of those who would benefit <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q32 Over the last 5 to 10 years, do you feel that any progress has been made in the level of accessibility of mobile telephony for people with visual impairments in your country? 				
a) Availability of mobile phones that provide <u>voice output options</u> for menus and/or text messages				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>	
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>				
b) Availability of mobile phones that provide good <u>adjustability</u> of visual display (font sizes, colours etc.)				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>	
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>				

Q33 If any progress has been achieved in your country in either or both areas over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 		
Laws, regulations or other official policies that have been introduced	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Actions taken on own initiative by the telecommunications services / equipment industries	<input type="checkbox"/>	
General technological developments	<input type="checkbox"/>	
Consumer actions or market forces	<input type="checkbox"/>	
Please briefly explain the factor(s) that have been involved! <input type="text"/>		


Q34 In your country, how does the <u>typical (retail) price</u> for a mobile phone with good accessibility for visually impaired people <u>compare</u> with the price of a standard mobile phone? 				
About the same <input type="checkbox"/>	A little more expensive <input type="checkbox"/>	A lot more expensive <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q35 Are there <u>any supports</u> available in your country to help people with visual impairments who would benefit from a telephone handset with good accessibility features to get one for private use (e.g. financial support or free of charge provision) ? 			
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q36 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having a mobile phone with accessibility features for visually impaired people in your country (if needed)? (Note: Multiple answers possible) 					
	Major barrier	Minor barrier	Not a barrier	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If other barrier, please specify</u> <input type="text"/>					


Q37 Overall, what are the <u>most important problems</u>, if any, that need to be addressed in your country to improve the availability / usage of mobile phones that are accessible to visually impaired users? 	
<u>Please describe the most important problems and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Note: Q38 to Q44 concern people with dexterity impairments (e.g. usage of fingers)!


Q38 Please estimate what proportion of <u>dexterity impaired</u> people (e.g. with difficulties using fingers) in your country that would benefit from a mobile phone with accessibility features (e.g. voice activated dialling, operation in one button mode) actually have such a phone? 				
Very few of those who would benefit	Some of those who would benefit	Most of those who would benefit	Don't know	Does not concern the user group(s) represented by my organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


Q39 Over the last 5 to 10 years, do you feel that <u>any progress</u> has been made in the availability of accessible mobile telephony for people with dexterity impairments in your country? 					
Considerable progress	Some progress	No progress	Things have got worse	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If the situation has got better / worse, please briefly describe what changes have happened:</u> <input type="text"/>					

Q40 If any progress has been achieved in your country over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 				
Laws, regulations or other official policies that have been introduced	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>		
Actions taken on own initiative by the telecommunications services / equipment industries	<input type="checkbox"/>			
General technological developments	<input type="checkbox"/>			
Consumer actions or market forces	<input type="checkbox"/>			
<u>Please briefly explain the factor(s) that have been involved</u> <input type="text"/>				

Q41 In your country, how does the <u>typical (retail) price</u> for a mobile phone with good accessibility features for people with dexterity impairments <u>compare</u> with the price of a standard phone? 				
About the same	A little more expensive	A lot more expensive	Don't know	Does not concern the user group(s) represented by my organisation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q42 Are there <u>any supports</u> available in your country to help people with dexterity impairments who would benefit from a mobile telephone with good accessibility features to get one for private use (e.g. financial support or free of charge provision) ? 				
Yes	No	Don't know	Does not concern the user group(s) represented by my organisation	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


Q43 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having a mobile phone with accessibility features for dexterity impaired people in your country (if needed)? (Note: Multiple answers possible) 					
	Major barrier	Minor barrier	Not a barrier	Don't know	
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If other barrier, please specify</u> <input type="text"/>					


Q44 Overall, what are the <u>most important problems</u>, if any, that need to be addressed in your country to improve the availability / usage of mobile phones that are accessible to dexterity impaired users? 	
<u>Please describe the most important problem(s) and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Section 5: Text telephony (for people with hearing or speech impairments)




Key issues: Text telephones (TTYs), mobile text messaging, Internet chat, text relay services, access to emergency services


Q45 Please estimate how commonly the following modes of interactive text communication are used by people with hearing and/or speech impairments who cannot use voice telephony in your country. 			
a) Text telephones (TTYs)			
Used by very few of those <input type="checkbox"/>	Used by some of those <input type="checkbox"/>	Used by most of those <input type="checkbox"/>	Don't know <input type="checkbox"/>
b) Mobile text messaging (such as SMS)			
Used by very few of those <input type="checkbox"/>	Used by some of those <input type="checkbox"/>	Used by most of those <input type="checkbox"/>	Don't know <input type="checkbox"/>
b) Internet chat			
Used by very few of those <input type="checkbox"/>	Used by some of those <input type="checkbox"/>	Used by most of those <input type="checkbox"/>	Don't know <input type="checkbox"/>
			Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Q46 Is there a text telephone relay service operating in your country (i.e. a service that enables text telephone users to communicate with voice telephone users via an operator, and vice versa)? 			
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q47 In your country, can the emergency services number(s) be contacted by text telephone and/or other forms of text communication? 			
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Q48 In relation to text telephony, over the last 5 to 10 years, do you feel that any progress has been made in the following areas? 


<p>a) <u>Availability of text telephones</u> to deaf and/or speech impaired people</p> <p>Considerable progress <input type="checkbox"/> Some progress <input type="checkbox"/> No progress <input type="checkbox"/> Things have got worse <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u></p> <p><input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
<p>b) <u>Quality of communication</u> that can be achieved by text telephone</p> <p>Considerable progress <input type="checkbox"/> Some progress <input type="checkbox"/> No progress <input type="checkbox"/> Things have got worse <input type="checkbox"/> Don't know <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u></p> <p><input type="text"/></p>	

Q49 If any progress has been achieved in your country in either or both areas over the last 5 to 10 years, in your opinion what have been the main factors that have contributed to this? (Note: multiple answers possible) 


<p>Laws, regulations or other official policies that have been introduced <input type="checkbox"/></p> <p>Actions taken on own initiative by the telecommunications services / equipment industries <input type="checkbox"/></p> <p>General technological developments <input type="checkbox"/></p> <p>Consumer actions or market forces <input type="checkbox"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
<p><u>Please briefly explain the factor(s) that have been involved!</u></p> <p><input type="text"/></p>	


Q50 What would be the typical (retail) price range for text telephones in your country (in national currency)? 

<p>Between <input type="text"/> and <input type="text"/> Currency <input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisations</p> <p><input type="checkbox"/></p>
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Q51 Are there any supports available in your country to help deaf or speech impaired people who would benefit from a text telephone to get one for private use (e.g. financial support or free of charge provision)? 

<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
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Q52 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having a text telephone in your country (if needed)? (Note: Multiple answers possible)					
	Major barrier	Minor barrier	Not a barrier	Don't know	
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If other barrier, please specify</u> <input type="text"/>					

Q53 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve the availability / usage of text telephony in your country?		
<u>Please describe the most important problem(s) and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>	

Section 6: Video telephony (for sign language and lip reading)



Key issues: Video telephones that support sign language and lip reading, video relay service, access to emergency services

Q54 Please estimate how commonly video telephony is used by people in your country whose main language is sign language.



Used by very few sign language users

Used by some sign language users

Used by most sign language users

Don't know

Does not concern the user group(s) represented by my organisation

Q55 Is there a video telephone relay service operating in your country (i.e. a service that enables video telephone users to communicate with voice telephone users via an operator / interpreter, and vice versa)?



Yes

No

Don't know

Does not concern the user group(s) represented by my organisation

Q56 In your country, can the emergency services number(s) be contacted by sign language users via videophone?



Yes

No

Don't know

Does not concern the user group(s) represented by my organisation

Q57 Over the last 5 to 10 years, do you feel that any progress has been made in the availability of video telephony for sign language / lip-reading users in your country?



Considerable progress

Some progress

No progress

Things have got worse

Don't know


Does not concern the user group(s) represented by my organisation


If the situation has got better / worse, please briefly describe what changes have happened:


Q58 If any progress has been achieved in your country over the last 5 to 10 years, in your opinion what have been the main factors that have contributed to this? (Note: multiple answers possible)




Laws, regulations or other official policies that have been introduced	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation
Actions taken on own initiative by the telecommunications services / equipment industries	<input type="checkbox"/>	
General technological developments	<input type="checkbox"/>	
Consumer actions or market forces	<input type="checkbox"/>	
Please briefly explain the factor(s) that have been involved!		<input type="checkbox"/>
<input type="text"/>		

Q59 In your country, what is the <u>typical (retail) price range</u> for a video phone that is suitable to support lip reading and sign language? 		
Between <input type="text"/>	and <input type="text"/>	Currency <input type="text"/>
		Does not concern the user group(s) represented by my organisations <input type="checkbox"/>

Q60 Are there <u>any supports</u> available in your country to help people using sign language / lip-reading who would benefit from a video telephone to get one for private use? (e.g. financial support or free of charge provision)? 		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
		Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Q61 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having a video telephone that is suitable for sign language / lip reading in your country (if needed)? (Note: Multiple answers possible) 					
	Major barrier	Minor barrier	Not a barrier	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If other barrier, please specify <input type="text"/>					

Q62 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve the availability / usage of video phones for sign language / lip reading? 	
Please describe the most important problems and how they can best be addressed <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Section 7: Broadcast TV services and equipment



Key issues: TV content provided with access services (subtitling, signed programmes, audio description), end user equipment (TV sets, receivers) enabling to utilise programmes with access services

Note: Q63 to Q70 concern people with hearing impairments!

Q63 Please estimate to what extent TV programmes with subtitling for hearing impaired users are available in your country. 

Very few or none available

Some availability

Quite wide availability

Don't know

Does not concern the user group(s) represented by my organisation

Q64 Please estimate to what extent TV programmes with sign language interpretation are available in your country. 


Very few or none available

Some availability

Quite wide availability

Don't know

Does not concern the user group(s) represented by my organisation

Q65 Over the last 5 to 10 years, do you feel that any progress has been made in the degree of accessibility of broadcast TV services to people with hearing impairments in your country? 

a) Availability of subtitling and/or signing with TV programmes

Considerable progress

Some progress

No progress

Things have got worse

Don't know

If the situation has got better / worse, please briefly describe what changes have happened:

Does not concern the user group(s) represented by my organisation

b) Availability of (end-user) equipment (e.g. TV sets, set top boxes, receivers) required to utilise TV programmes with subtitling and signing

Considerable progress


Some progress


No progress e


Things have got worse


Don't know


If the situation has got better / worse, please briefly describe what changes have happened:

Q66 If any progress has been achieved in your country in either or both areas over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 	
Laws, regulations or other official policies that have been introduced <input type="checkbox"/> Actions taken on own initiative by the broadcasting services / equipment industries <input type="checkbox"/> General technological developments <input type="checkbox"/> Consumer actions or market forces <input type="checkbox"/> Please briefly explain the factor(s) that have been involved! <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q67 In your country, how does the <u>typical (retail) price</u> for a TV set (including a receiver) required to utilise programmes with subtitling / signing <u>compare</u> with the average price of a standard TV set? 	
About the same <input type="checkbox"/> A little more expensive <input type="checkbox"/> A lot more expensive <input type="checkbox"/> Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q68 Are there <u>any supports</u> available in your country to hearing impaired people who would benefit from TV sets / receivers that support subtitling / signing to get these (e.g. financial support or free of charge provision)? 	
Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q69 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having such TV equipment in your country (if needed)? (Note: Multiple answers possible) 																										
<table border="0"> <tr> <td></td> <td>Major barrier</td> <td>Minor barrier</td> <td>Not a barrier</td> <td>Don't know</td> </tr> <tr> <td>No or very few products / devices available</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Lack of information on available products / devices</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Too expensive for the end users</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Other barrier</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		Major barrier	Minor barrier	Not a barrier	Don't know	No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
	Major barrier	Minor barrier	Not a barrier	Don't know																						
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
If other barrier, please specify <input type="text"/>																										

Q70 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve availability of / access to TV programmes with subtitling and signing? 	
Please describe the most important problems and how they can best be addressed <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Note: Q71 to Q77 concerns people with visual impairments!


Q71 Please estimate to what extent TV programmes with <u>audio description</u> for visually impaired users are available in your country? 				
Very few or none available <input type="checkbox"/>	Some availability <input type="checkbox"/>	Quite wide availability <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>


Q72 Over the last 5 to 10 years, do you feel that <u>any progress</u> has been made in the degree of accessibility of broadcast TV services to people with visual impairments in your country? 					
a) Availability of TV programmes with <u>audio description</u>				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>	
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>		Don't know <input type="checkbox"/>
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>					
b) Availability of accessible <u>text / menu-based TV services</u> (e.g. teletext, digital TV programme menus, electronic programme guides)				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>	
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>		Don't know <input type="checkbox"/>
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>					
c) Availability of <u>(end-user) equipment</u> (e.g. TV set, set top boxes, receiver) required to utilise TV programmes with audio descriptions				Does not concern the user group(s) represented by my organisation <input type="checkbox"/>	
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>		Don't know <input type="checkbox"/>
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>					


Q73 If any progress has been achieved in your country in either or all of these areas over the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 

Laws, regulations or other official policies that have been introduced	<input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
Actions taken on own initiative by the broadcasting services / equipment industries	<input type="checkbox"/>	
General technological developments	<input type="checkbox"/>	
Consumer actions or market forces	<input type="checkbox"/>	
Please briefly explain the factor(s) that have been involved!		
<input type="text"/>		

Q74 In your country, how does the <u>typical (retail) price</u> for a TV set (including receiver) suitable to support audio description <u>compare</u> with the price of a standard TV set?				
About the same	A little more expensive	A lot more expensive	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q75 Are there <u>any supports</u> available in your country to visually impaired people who would benefit from TV sets / receivers that support audio description to get these (e.g. financial support or free of charge provision)?				
Yes	No	Don't know		Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		


Q76 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having such TV equipment in your country (if needed)? (Note: Multiple answers possible)					
	Major barrier	Minor barrier	Not a barrier	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If other barrier, please specify					
<input type="text"/>					

Q77 Overall, what are the <u>most important problems</u>, if any, that need to be addressed in your country to improve the availability of / access to TV programmes with audio description?		
Please describe the most important problems and how they can best be addressed		Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
<input type="text"/>		

Section 8: Computer hardware and software



Key issues: Built-in accessibility of desktop and portable personal computers (PCs), built-in accessibility of computer software, assistive devices and software that help to make standard PCs / software accessible

Q78 Please estimate how commonly screen reader software is used in your country by visually impaired people who would benefit from such software. 


Used by very few of those who would benefit

Used by some of those who would benefit

Used by most of those who would benefit

Don't know

Does not concern the user group(s) represented by my organisation

Q79 Please estimate how commonly other assistive devices helping to make standard PCs accessible (e.g. alternative keyboards, pointing devices, Braille output) are used in your country by disabled people who would benefit from such devices. 


Used by very few of those who would benefit


Used by some of those who would benefit


Used by most of those who would benefit


Don't know


Does not concern the user group(s) represented by my organisation


Q80 Over the last 5 to 10 years, do you feel that <u>any progress</u> has been made in the degree of accessibility of computer hardware and/or software to people with disabilities in your country? 	
<p>a) Availability of commonly used <u>desktop and laptops PCs</u> that have built-in accessibility features?</p> <p>Considerable progress Some progress No progress Things have got worse Don't know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u></p> <p><input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
<p>b) Availability of commonly used <u>software</u> that has built-in accessibility features</p> <p>Considerable progress Some progress No progress Things have got worse Don't know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u></p> <p><input type="text"/></p>	
<p>c) Availability of <u>assistive devices and software</u> that help to make standard PCs/laptops and commonly used software accessible?</p> <p>Considerable progress Some progress No progress Things have got worse Don't know</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><u>If the situation has got better / worse, please briefly describe what changes have happened:</u></p> <p><input type="text"/></p>	

Q81 If any progress has been achieved in any or all of these areas in your country in the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 	
<p>Laws, regulations or other official policies that have been introduced <input type="checkbox"/></p> <p>Actions taken on own initiative by the computer / software industries <input type="checkbox"/></p> <p>General technological developments <input type="checkbox"/></p> <p>Consumer actions or market forces <input type="checkbox"/></p> <p><u>Please briefly explain the factor(s) that have been involved!</u></p> <p><input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>

Q82 In your country, what is the <u>typical retail price range</u> for screen reader software (e.g. "JAWS") in your <u>national currency</u>? 	
<p>Between <input type="text"/> and <input type="text"/> Currency <input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisations</p> <p><input type="checkbox"/></p>

Q83 Are there <u>any supports</u> available in your country to people with impairments who would benefit from using assistive devices / software making standard PCs / software accessible to get these for private use (e.g. financial support or free of charge provision)? 			
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Q84 To what extent, if at all, do each of the following factors act as <u>barriers</u> to having such devices /software in your country (if needed)? (Note: Multiple answers possible) 					
	Major barrier	Minor barrier	Not a barrier	Don't know	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
No or very few products / devices available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of information on available products / devices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Too expensive for the end users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other barrier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>If other barrier, please specify</u> <input type="text"/>					

Q85 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve availability / usage of accessible personal computers /software for people with disabilities? 	
<u>Please describe the most important problems and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Section 9: Web content and services



Key issues: Accessible design of web sites, access services (subtitling, signing, audio description) for multimedia web content

Q86 Please estimate to what extent the web sites in your national language(s) in your country are accessible to people who use screen reader software. 

Very few or none are accessible

Some are accessible

Many are accessible

Don't know

Does not concern the user group(s) represented by my organisation

Q87 Please estimate to what extent multimedia web content that is available in your national language(s) is provided with subtitles and sign language interpretation 


Little or no availability

Some availability

Quite wide availability

Don't know

Does not concern the user group(s) represented by my organisation

Q88 Over the last 5 to 10 years, do you feel that any progress has been made in the extent of accessibility of web sites to people with disabilities in your country? 

a) Availability of accessible web content and services in your national language(s)

	Considerable progress	Some progress	No progress	Things have got worse	Don't know
Public sector web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


If the situation has got better / worse, please briefly describe what changes have happened:


Does not concern the user group(s) represented by my organisation

b) Availability of multimedia web content with subtitling and signing

	Considerable progress	Some progress	No progress	Things have got worse	Don't know
Public sector web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the situation has got better / worse, please briefly describe what changes have happened:

Q89 If any progress has been achieved in either or both areas in your country in the last 5 to 10 years, in your opinion what have been the <u>main factors</u> that have contributed to this? (Note: multiple answers possible) 	
Laws, regulations or other official policies that have been introduced <input type="checkbox"/> Actions taken on own initiative by the web service / content providers..... <input type="checkbox"/> General technological developments <input type="checkbox"/> Consumer actions or market forces <input type="checkbox"/> <u>Please briefly explain the factor(s) that have been involved!</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Q90 Overall, what are the <u>most important problems</u> , if any, that need to be addressed in your country to improve accessibility of web content and services to people with disabilities? 	
<u>Please describe the most important problems and how they can best be addressed</u> <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Section 10: Self-service terminals



Key issues: Accessibility of automated teller machines (cash dispensing machines), ticket machines, information kiosks

Q91 Please estimate to what extent automated teller machines (cash dispensing machines) with accessibility features are available in your country (e.g. speech output for people with visual impairments, designed to be accessible by wheelchair users).



Little or no availability Some availability Quite wide availability Don't know

Does not concern the user group(s) represented by my organisation

Q92 Please estimate to what extent other self-service terminals (e.g. ticket machines, information kiosks) with accessibility features are available in your country (e.g. talking output for people with visual impairments, designed to be accessible by wheelchair users).



Little or no availability Some availability Quite wide availability Don't know

Does not concern the user group(s) represented by my organisation

Q93 Over the last 5 to 10 years, do you feel that any progress has been made in the extent to which accessible self-service terminals are available to people with disabilities your country?



a) Availability of automated teller machines (cash dispensing machines) with accessibility features

Considerable progress Some progress No progress Things have got worse Don't know


If the situation has got better / worse, please briefly describe what changes have happened:

Does not concern the user group(s) represented by my organisation


b) Availability of other self service terminals with accessibility features (e.g. ticket machines, information kiosks)

Considerable progress Some progress No progress Things have got worse Don't know

If the situation has got better / worse, please briefly describe what changes have happened:

Q94 If any progress has been achieved in either or both areas in your country in the last 5 to 10 years, in your opinion what have been the main factors that have contributed to this? (Note: multiple answers possible) 

<p>Laws, regulations or other official policies that have been introduced <input type="checkbox"/></p> <p>Actions taken on own initiative by the self-service providers / equipment industries <input type="checkbox"/></p> <p>General technological developments <input type="checkbox"/></p> <p>Consumer actions or market forces <input type="checkbox"/></p> <p><u>Please briefly explain the factor(s) that have been involved!</u></p> <p><input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
--	--

Q95 Overall, what are the most important problems, if any, that need to be addressed in your country to improve the availability of accessible self-service terminals for people with disabilities? 

<p><u>Please describe the most important problems and how they can best be addressed</u></p> <p><input type="text"/></p>	<p>Does not concern the user group(s) represented by my organisation</p> <p><input type="checkbox"/></p>
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Section 11: eAccessibility for people with cognitive impairments and learning disabilities

Q96 Over the last 5 to 10 years, do you feel that <u>any progress</u> has been made in the extent to which ICT products and services (e.g. web services and content, public terminals) cater for the needs of people with cognitive impairments and learning disabilities?					
Considerable progress <input type="checkbox"/>	Some progress <input type="checkbox"/>	No progress <input type="checkbox"/>	Things have got worse <input type="checkbox"/>	Don't know <input type="checkbox"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>
If the situation has got better / worse, please briefly describe what changes have happened: <input type="text"/>					

Q97 Overall, what are the <u>most important problems</u>, if any, that need to be addressed in your country to improve the accessibility of ICT products and services to people with cognitive / learning disabilities	
Please describe the most important problems and how they can best be addressed <input type="text"/>	Does not concern the user group(s) represented by my organisation <input type="checkbox"/>

Section 12: eAccessibility related certification and labelling (of mainstream products and services)

Note: eAccessibility related certification schemes are understood as any kind of formalised process directed towards confirming that ICT devices or services (including web content) are accessible to users with disabilities. These can be performed by an independent body that conducts certification conformity (third party certification) or by the party that manufactures/provides the device/service in question (self certification). There are various labels indicating that a specific device/service conforms to predefined accessibility criteria. Examples include hearing aid compatibility for mobile phones or accessibility of web sites (see examples below).



Q98 According to your knowledge, are there any certification or labelling schemes used in your country to indicate whether any of the following ICT products / services or electronic media are accessible to people with disabilities?

	Yes	No	Don't know
Telecommunications services / equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadcast TV services / equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer hardware / software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web services / content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-service terminals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If yes, please describe what is certified / labelled and by whom. If possible please also indicate where any further information can be found.

Q99 If there is any certification / labelling of accessibility of ICT products / services or electronic media in your country, to what extent has this been useful for disabled people?

Very useful	Somewhat useful	Little or not at all useful	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your assessment of usefulness!

Q100 Overall, what are the most important issues, if any, that need to be addressed in your country to harness certification / labelling for the improvement of eAccessibility?

Please describe the most important problems and how they can best be addressed

Section 13: The European and international dimensions

Note: This section concerns organisations operating in a European country!

Q101 To what extent, if at all, does the current eAccessibility situation in your country and across Europe more generally pose barriers for people with disabilities in relation to the key freedoms for European citizens?

	Major barrier	Minor barrier	Not a barrier	Don't know
Freedom of movement within Europe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freedom of access to goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freedom of access to services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

Q102 Have any regulations or other actions initiated by the European Union had positive impacts on the degree of accessibility available to disabled people in any of the following areas in your country? (Note multiple answers possible)

	Major impact	Minor impact	No impact	Don't know
Telecommunications services / equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadcast TV services / equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer hardware / software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web services / content.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-service terminals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If any positive impacts have been observed, please give details

Q103 What (further) actions could the European Union take that would help to encourage better availability of accessible ICT products/services and electronic media in your country? (Note: multiple answers possible)

- Reinforce the implementation of relevant provisions in existing EU legislation.....
- Revise/strengthen relevant provisions in existing EU legislation.....
- Introduce additional (new) EU legislation
- Develop supports to ICT designers/procurers/deployers (e.g. tool kits, guidelines).....
- Develop and implement eAccessibility certification/ labelling schemes.....
- Develop eAccessibility technical standards.....
- Fund research and technology development on eAccessibility
- Other measures
- Don't know

Q104 What are the most important areas of eAccessibility that need attention on the European / international level now and over the coming years?

Please specify the aspects of eAccessibility that need priority attention and the ways they can best be addressed

Q105 Beyond the European Union, have any of the following types of international developments had positive impacts on the degree of accessibility available to disabled people in your country?

	Major impact	Minor impact	No impact	Don't know
Introduction of legislation or regulation in non-EU countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Initiatives taken by global organisations (e.g. United Nations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Global market trends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If any positive impacts have been observed, please give details

Any further comments

6 Questionnaire of international survey of ICT Companies

Measuring Progress of eAccessibility in Europe

MeAC

**International Survey of
ICT Companies**

**Questionnaire
- Electronic Version -**

conducted by



Communications and Technology Research, Bonn

in collaboration with

Work Research Centre, Dublin

The Royal National Institute for Blind People, London

The Royal National Institute for Deaf People, London

eWORX, Athens

Thank you for participating in this survey!

This is a survey of enterprises that are organised within key Information and Communications Technology (ICT) industry associations in the European Union and selected other countries. The focus of the survey is on whether and how 'eAccessibility' requirements are being considered within their business activities. "eAccessibility" is the term now commonly used to refer to the features of ICT products and services (e.g. telecommunications equipment/services, computer hardware and software, and services provided over the Internet) that make them accessible to people with disabilities.

The survey is being conducted in the framework of a study commissioned by the Commission of the European Communities (CEC). Its origins are linked to the European Commission's *Communication to the Council, the European Parliament and the European Social and Economic Committee of the Regions on eAccessibility* [SEC(2005)1095], which referred to the achievement of more eAccessibility in relation to different ICT markets as an important policy goal. A key point in the Communication was the need for empirical evidence regarding current policies and practice on eAccessibility in Europe and beyond, in order to provide a solid grounding for the further development of European eAccessibility policies. Efforts taken by ICT firms to make the products and/or services they offer (more) accessible to people with disabilities are an important element of this, and the current survey addresses this issue by conducting the first systematic collection of comparable international data (from 25 EU Member states, the United States, Canada and Australia) on the topic.

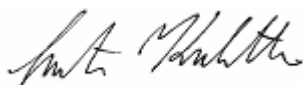
The next six months are a critical stage of European policy-making on eAccessibility. In order to formulate policies that are appropriate for the varying situations and circumstances across the Member States, and for the different ICT sectors and enterprises, it is necessary to have representative information from across all the Member States as well as important other countries, and from the various ICT industry sectors concerned. For this reason, it is essential that the survey generates good quality information from all countries and ICT domains.

The information collected in the survey will be presented in an anonymous manner, enabling comparisons across countries and ICT domains but not linked to any individual organisations, and will serve entirely non-commercial purposes.

In case of any questions or concerns, please do not hesitate to get in touch.

Finally, in advance, we would like to thank you very much for your kind support!

Yours sincerely



Lutz Kubitschke
empirica

How to complete the questionnaire

The questionnaire is designed to be completed using Microsoft WORD on-screen, not in a printed copy. Use of the TAB (and SHIFT-TAB) keys is a convenient way of moving between answer-fields, which are marked in grey. You can also browse the document with help of a mouse. Individual boxes can be ticked either by pressing the SPACE key or by a mouse click. Other fields will expand and allow for two or more lines of text. If you have any comments on questions, please provide these at the end of the questionnaire. Please save the completed questionnaire file to disk before sending it to us.

Should you have any questions or experience any problems in completing the questionnaire do not hesitate to get in touch at any time.

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Please return the completed questionnaire by 16th July 2007 by email

Thanks a lot in advance!

Section 1: About your organisation

Q01 In which country is the headquarters of your company located?

Q02 In which country is the branch or unit you are working in located?

Q03 Overall, how many staff does your company currently employ globally?

- 1 - 9
- 19 – 49
- 50 – 249
- > 250

Q04 Please indicate which of the following business activities your company engages in (Note: multiple answers possible)

- Manufacturing of consumer electronics.....
- Manufacturing of telecommunications equipment
- Manufacturing of computer hardware and/or peripherals
- Software development
- Operation of telecommunications networks.....
- Provision of telecommunications services to end users
- ICT systems integration
- ICT consulting
- Web design
- Other

If other, please specify

Section 2: Corporate policy towards people with disabilities

Q05 Has your company implemented a dedicated corporate policy towards people with disabilities?

Yes

No

 [go to Q07]

Don't know

Q06 By what means has this policy been implemented? (Note: multiple answers possible)

General statement of corporate values that explicitly includes disability issues

Corporate Social Responsibility (CSR) strategy which explicitly commits to addressing disability

Commitment to engage with disabled stakeholders

Named board director or champion responsible for corporate governance in relation to disability

Other

If other, please specify

Q07 Has any work been undertaken within your company to make the products and/or services that you produce and/or sell more accessible to disabled users (in following referred to as “eAccessibility”)?

Yes

No

 [go to Q10]

Don't know

Q08 What concrete activities does/did this work involve? (Note: multiple answers possible)

Consideration of eAccessibility requirements as part of the standard product development cycle

Research on user requirements of people with disabilities

Direct involvement of disabled users in the design process

Co-operation with organisations representing people with disabilities

Compliance with any technical standards that refer to eAccessibility and/or Design for All

Other

If other, please specify

Q09 Have these activities yielded (or are they expected to yield) any impacts in terms of products/services that are (will be) accessible to people with disabilities?

Yes

No

Don't know

Please, please briefly describe the products/services concerned and in what way these are (will be) accessible to people with disabilities:

Q10 Does your company employ any staff with specific expertise in relation to eAccessibility matters?

No eAccessibility expert

One eAccessibility expert

More than one eAccessibility experts

If more than one, please specify how many

Section 3 Relevance of eAccessibility for current and/or future business

Q11 In what ways, if at all, does eAccessibility have strategic relevance for your business? (Note: Multiple answers possible)

	Major relevance	Minor relevance	No relevance	Don't know
Compliance with national laws / regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compliance with international laws / regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet consumer/market demand and/or maintain/increase market share.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet societal demands in relation to Corporate Social Responsibility (CSR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other, please specify

Q12 To what extent, if at all, do you feel that the following factors act as barriers to making the products / services produced and sold by your company (more) accessible to disabled users? (Note: Multiple answers possible)

	Major barrier	Minor barrier	Not a barrier	Don't know
Lack of knowledge / understanding of what eAccessibility is about	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional costs accruing when considering eAccessibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional time needed to address eAccessibility within the product development cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eAccessibility requirements are too complex for being practically applied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other barrier, please specify

Q13 To what extent, if at all, do you feel that the following factors facilitate or act or would act to encourage making products / services produced and sold by your company (more) accessible to disabled users? (Note: Multiple answers possible)

	Very much	To some extent	Not at all	Don't know
The general trend towards an aging population	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility standards in relation to my company's products/service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of design methods/tools helping to practically address eAccessibility issues.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility related certification of ICT products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other facilitators, please specify

Q14 Have any laws, regulations or other official policies been implemented in the country/countries that your company operates / sells in that are directed towards improving eAccessibility of the types of products / services produced and sold by your company?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
If yes, please specify <input type="text"/>		

Q15 In your opinion, what policy actions at the national level would be most helpful in encouraging (more) inclusion of accessibility in the types of products / services produced and sold by your company?
Please specify: <input type="text"/>

Q16 In your opinion, what policy actions at the supra-national level (e.g. within the European Union or globally) would be most helpful in encouraging (more) inclusion of accessibility requirements in the types of products / services produced and sold by your company?
Please specify: <input type="text"/>

Any further comments
<input type="text"/>

7 Questionnaire of international survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities (EU version)

**Measuring Progress of eAccessibility
in Europe**

MeAC

International survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities

**Questionnaire
- Electronic Version -**

conducted by



Communications and Technology Research, Bonn

in collaboration with

Work Research Centre, Dublin

The Royal National Institute for Blind People, London

The Royal National Institute for Deaf People, London

eWORX, Athens

Thank you for participating in this survey!

This is an international survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities. The European part of the survey is being conducted through the members of the European Public Procurement Network (PPN) and the questionnaire does not require any specific technical knowledge to complete.

Accessibility of ICTs (now commonly referred to as 'eAccessibility') concerns ensuring that the features of ICT equipment and services (e.g. telecommunications equipment/services, computer hardware and software, and services provided over the Internet) do not present technical barriers to people with disabilities. The role that public procurement can play in this area has been receiving increased attention in Europe and internationally, and is now actively encouraged through the revised European public procurement Directives of 2004.

The current survey is being conducted in the framework of a study commissioned by the Commission of the European Communities (CEC). It's origins are linked to the European Commission's *Communication to the Council, the European Parliament and the European Social and Economic Committee of the Regions on eAccessibility* [SEC(2005)1095], which referred to the inclusion of eAccessibility requirements in public procurement as a key policy approach to achieve better accessibility of ICT-based services and products to people with disabilities.

A key point in the Communication was the need for empirical evidence regarding current policies and practice on eAccessibility in Europe, in order to provide a solid grounding for the further development of European eAccessibility policies. The extent to which eAccessibility requirements are included as selection and/or award criteria in public procurement processes is an important element of this, and the current survey addresses this issue by conducting the first systematic collection of comparable international data (from 25 EU Member states, the United States, Canada and Australia) on the topic.

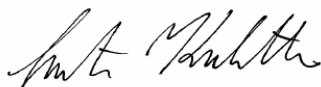
The next six months are a critical stage of European policy-making on eAccessibility. In order to formulate policies that are appropriate for the varying situations and circumstances across the Member States, it is necessary to have representative information from all the Member States (as well as important other countries). For this reason, it is essential that the survey generates good quality information from all countries.

The information collected in the survey will be presented in an anonymous manner, enabling comparisons across countries but not linked to any individual organisations, and will serve entirely non-commercial purposes. Please return the completed questionnaire by 16th July.

In case of any questions or concerns, e.g. in relation to meeting the deadline, please do not hesitate to get in touch.

Finally, in advance, we would like to thank you very much for your kind support!

Yours sincerely



Lutz Kubitschke

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Lutz Kubitschke

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Please return the completed questionnaire by 16th July 2007

Thanks a lot in advance!

Section 1: About your organisation

Q01 What is the official name of the organisation you work for?

Q02 In which country is your organisation located?

Q03 What role does your organisation play in public procurement processes in your country?

Q04 What is your own role / expertise in relation to public procurement processes in your country?

Section 2: Transposition and follow-up of the European Union's (revised) Directives on public procurement of 2004

In 2004, two Directives of the European Parliament and of the Council concerning public procurement procedures were revised:

- Directive 2004/17/EC of 31 March 2004 co-ordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors
- Directive 2004/18/EC of 31 March 2004 on the co-ordination of procedures for the award of public works contracts, public supply contracts and public service contracts;

Both revised EU Directives now include clauses encouraging the inclusion of accessibility criteria in public procurement:

“Contracting authorities should, whenever possible, lay down technical specifications so as to take into account accessibility criteria for people with disabilities or design for all users”.

(Cf. Directive 2004/17/EC clause 42 and Directive 2004/18/EC clause 29)

The specific Articles on technical specifications state that:

“Whenever possible [these] technical specifications should be defined so as to take into account accessibility criteria for people with disabilities or design for all users.”

(Cf. Directive 2004/17/EC article 34/1 and Directive 2004/18/EC article 23/1)

An earlier clarifying Communication from the European Commission provided a variety of examples of how such eAccessibility criteria might be addressed in practice.

In general, the term ‘eAccessibility’ refers to the degree that Information and Communication Technologies (ICTs) equipment and services as well as electronic media can be accessed by people with disabilities without facing any technical barriers that are inherent to the service and/or device to be used. The concept of eAccessibility is closely related to the so called ‘Design for All’ (DfA) concept, where the emphasis is on designing ICT equipment and services in a way that meets the requirements and characteristics of the widest possible range of people and circumstances, including people with disabilities. An important aspect of the DfA approach is the requirement for seamless connectivity of ‘Assistive Technologies’ (ATs) in supporting accessibility to people with disabilities. Such assistive technologies include a range of specifically designed devices and software applications that enable alternative or augmented forms of interaction by disabled people with ICT devices and services.

The following questions address the transposition of the two EU Directives into national laws / regulations. In particular, we are interested to learn in what ways, if at all, the accessibility theme that is referred to in the relevant clauses of the Directives has been (or is planned to be) implemented.

Q05 Have the revised EU Directives on public procurements been transposed into national law / regulation?			
	Yes	No	Don't know
Directive 2004/17/EC coordinating the procurement procedures of entities operating in the water, transport and postal service sectors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directive 2004/18/EC coordinating the procurement procedures for the award of public works contracts, public supply contract and public service contract.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If transposed, please specify the relevant national laws / regulations and when they came into force (also please give details/URL of where the text of the legislation can be found, preferably English language text):			
<input type="text"/>			

Q06 If the revised Directives have not yet been transposed into national legislation / regulation, at what stage is the transposition process now?
Please briefly describe the current status:
<input type="text"/>

Q07 If one or both revised Directives have been transposed (or are currently being transposed), has the accessibility / design-for-all-users theme as outlined in the relevant clauses (no. 42 and 29 respectively) and articles (no. 34/1 and 23/1 respectively) been addressed in this context (or is it being considered in the laws / regulations under way)?

Addressed, by verbatim inclusion of same text as in EU Directives	Addressed, but with different wording / in a different way	Not at all addressed	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the accessibility / design-for-all-users theme has been addressed (or will be addressed) in some manner, but **not verbatim**, please specify the approach / actual wording (in English) that was (will be) used in your country:

What was the reason for using a different wording / approach?

If the accessibility / design-for-all-users theme has not been (or will not be) addressed at all in the national transposition, what was the reason for not addressing this?

Q08 Overall, if there is some reference to the accessibility / design-for-all-users theme in your national legislation / regulations (or planned legislation / regulations) would you consider the wording / approach used (or planned) to be stronger, weaker or the about same as the intent of the EU Directives in this regard?

Stronger	Weaker	About the same	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q09 If there is some reference to accessibility / design-for-all-users in your national legislation / regulations (or planned legislation / regulations), does (will) this include accessibility of ICTs (i.e. 'eAccessibility') within its scope?

Yes (accessibility of ICTs is specifically mentioned)	Yes (accessibility of ICTs not specifically mentioned but is within the scope)	No (ICTs are not within the scope)	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 Overall, which of the following implications, if any, does (or will) the transposition of the (revised) EU Directives on public procurement have for the inclusion of eAccessibility requirements in public procurements of ICTs in your country?

It is (will become) mandatory to include eAccessibility in all ICT procurements by public bodies

It is (will become) mandatory to include eAccessibility in some ICT procurements by public bodies

Inclusion of eAccessibility in ICT procurements is (will be) encouraged, but is not (will not be) mandatory

Inclusion of eAccessibility in ICT procurements is (will be) allowed, but is not (will not be) specifically encouraged

No implications

If there are implications for eAccessibility in ICT procurements in any of these ways, please briefly describe :

Section 3: Other public procurement legislation / regulation

Apart from the transposition of the EU Directives of 2004 addressed in the previous section, this section focuses on any other public procurement legislation / regulations that may be in place in your country. In particular, we are interested to learn whether any other such legislation / regulation has any implications for the inclusion of eAccessibility requirements in public ICT procurements in your country.

Q11 Is there any reference / relevance to issues relating to eAccessibility in <u>any other</u> existing public procurement laws / regulations in your country?		
Yes <input type="checkbox"/>	No <input type="checkbox"/> [go to Q13]	Don't know <input type="checkbox"/>
If yes, please briefly describe: <input type="text"/>		

Q12 Overall, which of the following implications, if any, does the law / regulation have for the inclusion of eAccessibility requirements in public procurements of ICTs in your country?	
It is <u>mandatory</u> to include eAccessibility in <u>all</u> ICT procurements by public bodies	<input type="checkbox"/>
It is <u>mandatory</u> to include eAccessibility in <u>some</u> ICT procurements by public bodies	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>encouraged</u> , but is <u>not mandatory</u>	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>allowed</u> , but is <u>not specifically encouraged</u>	<input type="checkbox"/>
No implications	<input type="checkbox"/>
If there are implications for eAccessibility in ICT procurements in any of these ways, please briefly describe : <input type="text"/>	

Section 4: Other laws / regulations that have implications for public procurement of ICTs

Apart from dedicated public procurement legislation / regulation, there may be other legislative / regulative fields in your country that impact on procurement practices of public bodies as well. For instance, in some countries eGovernment or anti-discrimination legislation requires public authorities to make the services that they provide to the public accessible to people with disabilities. This may include, for instance, communications with the public, online services provided via a web site or information provided by means of information kiosks. Against this background, we are interested to learn whether there are any other types of legislation/regulation in your country that have implications for the inclusion of eAccessibility requirements in public procurements of ICT products and/or services.

Q13 Are there any laws / regulations in other fields (e.g. equality/anti-discrimination, eGovernment, disability) in place in your country that impose obligations or otherwise encourage public procurers (in general or in particular sectors/fields) to include eAccessibility requirements in ICT-related procurements?

Yes

No

 [go to Q15]

Don't know

If yes, please briefly describe:

Q14 Overall, which of the following implications, if any, does the law / regulation have for the inclusion of eAccessibility requirements in public procurements of ICTs in your country?

It is mandatory to include eAccessibility in all ICT procurements by public bodies

It is mandatory to include eAccessibility in some ICT procurements by public bodies

Inclusion of eAccessibility in ICT procurements is encouraged, but is not mandatory.....

Inclusion of eAccessibility in ICT procurements is allowed, but is not specifically encouraged

No implications

If there are implications for eAccessibility in ICT procurements in any of these ways, please briefly describe :

Section 5: Public procurements linked to the EU structural funds

The European Structural Funds in general and the Social Fund (ESF) in particular represent key financial vehicles at European level for social and economical development and for improving the situation of disadvantaged population groups. Since 2006, both the principle of non-discrimination on the ground of disability and the requirement of full accessibility for persons with disabilities are anchored in the regulations of the Structural Funds:

*“The Member States and the Commission shall take appropriate steps to prevent any discrimination based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation during the various stages of implementation of the Funds and, in particular, in the access to them. In particular, **accessibility for disabled persons** shall be one of the criteria to be observed in defining operations co-financed by the Funds and to be taken into account during the various stages of implementation.”*

As a consequence, projects that receive any co-funding from the European Union under the regulations of the Structural Funds need to take account of the principle of full accessibility to people with disabilities.

Q15 Have any procedures been put in place (or are planned to be put in place) in your country to require / encourage inclusion of eAccessibility requirements in public procurements of ICTs that utilise EU Structural Funds?			
Already in place <input type="checkbox"/>	Planned <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
If already in place or planned, please briefly describe: <input type="text"/>			

Section 6: Non-legislative efforts directed towards the inclusion of eAccessibility requirements in public procurement

In some countries, non-legislative efforts have been pursued for some years that are directed towards encouraging inclusion of eAccessibility requirements in public procurements of ICT products and/or services. Examples include the development of guidelines, toolkits and training measures aimed at helping procurement practitioners to consider eAccessibility requirements at the various stages of the procurement process.

Q16 Have there been any non-legislative efforts to encourage the inclusion of eAccessibility requirements in ICT-related public procurements in your country (e.g. awareness-raising, training, toolkits, etc.)?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
If yes, please briefly describe: <input type="text"/>		

Section 7: Extent of actual inclusion of eAccessibility requirements in public procurements of ICTs in your country

This section focuses on assessing the extent to which eAccessibility requirements have actually been included in public procurement practices in your country during the last two years, if at all. We are interested to get information both on public procurements in relation to ICTs for interfacing/communicating with the citizen (e.g. procurements relating to public web sites/eGovernment, other modes of communication with the public, information kiosks, etc.) and procurements of ICTs for internal use by employees of public bodies (e.g. procurements of telecommunications equipment such as telephone handsets and/or switches, computer hardware and software including peripherals such as printers and scanners, internet and intranet applications as well as office electronic equipment such as fax machines and copy machines).

Q17 In your opinion, to what extent have eAccessibility requirements been included in public procurements relating to each of the following types of ICTs during the last two years in your country?					
	Not at all	In just one or two cases	In several cases (but still <u>not</u> in the majority of cases)	In the majority of cases	Don't
Public web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other ICTs used for interfacing with the citizen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICTs for internal use (by public employees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please briefly explain your assessment					
<input type="text"/>					

Section 8: Facilitators and barriers towards consideration of eAccessibility requirements in public procurements of ICTs

Q18 When considering current day-to-day practice in public procurement in your country, to what extent do you think that public procurers are aware of eAccessibility issues relating to ICTs and the relevance of including ICT accessibility requirements in their public procurements?

There is little or no awareness <input type="checkbox"/>	There is some awareness <input type="checkbox"/>	There is much awareness <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	---	---	--

Please briefly explain your assessment:

Q19 To what extent, if at all, do you feel that the following factors act as barriers to (more) inclusion of eAccessibility requirements in public procurements of ICTs? (Note: Multiple answers possible)

	Major barrier	Minor barrier	Not a barrier	Don't know
Lack of knowledge / understanding among public procurers of what eAccessibility is about	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eAccessibility requirements are too complex for being practically applied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many other selection/award criteria that are to be considered already	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional time needed to address eAccessibility within the procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about additional costs if eAccessibility is included within the procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about the capacity of the supply side to deliver eAccessibility / other market concerns ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other barrier, please specify

Q20 To what extent, if at all, do you feel that the following factors act / would act to encourage (more) inclusion of eAccessibility requirements in public procurements of ICTs? (Note: Multiple answers possible)

	Very much	To some extent	Not at all	Don't know
The general trend towards an aging workforce, tighter labour markets etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility standards to be referred to within the procurement process ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of tools/guidance on how to practically apply eAccessibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility related certification of ICT products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National-level public procurement legislation / policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-level public procurement legislation / policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other facilitators, please specify

Q21 What actions at the national level would be most helpful in encouraging (more) inclusion of eAccessibility requirements in public procurements of ICTs in your country?

Please specify:

Q22 What actions at the European level would be most helpful in encouraging (more) inclusion of eAccessibility requirements in public procurements of ICTs in your country?

Please specify:

Any further comments

8 Questionnaire of international survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities (non-EU version)

**Measuring Progress of eAccessibility
in Europe**

MeAC

International survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities

**Questionnaire
- Electronic Version -**

conducted by



Communications and Technology Research, Bonn

in collaboration with

Work Research Centre, Dublin

The Royal National Institute for Blind People, London

The Royal National Institute for Deaf People, London

eWORX, Athens

Thank you for participating in this survey!

This is an international survey of public procurement policy and practice in relation to accessibility of ICTs for people with disabilities. The questionnaire does not require any specific technical knowledge to complete.

Accessibility of ICTs (now commonly referred to as 'eAccessibility') concerns ensuring that the features of ICT equipment and services (e.g. telecommunications equipment/services, computer hardware and software, and services provided over the Internet) do not present technical barriers to people with disabilities. The role that public procurement can play in this area has been receiving increased attention in Europe and internationally, and is now actively encouraged through the revised European public procurement Directives of 2004.

The current survey is being conducted in the framework of a study commissioned by the Commission of the European Communities (CEC). It's origins are linked to the European Commission's *Communication to the Council, the European Parliament and the European Social and Economic Committee of the Regions on eAccessibility* [SEC(2005)1095], which referred to the inclusion of eAccessibility requirements in public procurement as a key policy approach to achieve better accessibility of ICT-based services and products to people with disabilities.

A key point in the Communication was the need for empirical evidence regarding current policies and practice on eAccessibility in Europe and beyond, in order to provide a solid grounding for the further development of European eAccessibility policies. The extent to which eAccessibility requirements are included as selection and/or award criteria in public procurement processes is an important element of this, and the current survey addresses this issue by conducting the first systematic collection of comparable international data (from 25 EU Member states, the United States, Canada and Australia) on the topic.

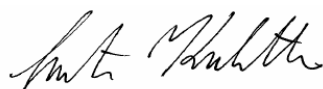
The next six months are a critical stage of European policy-making on eAccessibility. In order to formulate policies that are appropriate for the varying situations and circumstances across the Member States, it is necessary to have representative information from all the Member States as well as important other countries. For this reason, it is essential that the survey generates good quality information from all countries.

The information collected in the survey will be presented in an anonymous manner, enabling comparisons across countries but not linked to any individual organisations, and will serve entirely non-commercial purposes. Please return the completed questionnaire by 16th July.

In case of any questions or concerns, e.g. in relation to meeting this deadline, please do not hesitate to get in touch.

Finally, in advance, we would like to thank you very much for your kind support!

Yours sincerely



Lutz Kubitschke
empirica

How to complete the questionnaire

The questionnaire is designed to be completed using Microsoft WORD on-screen, not in a printed copy. Use of the TAB (and SHIFT-TAB) keys is a convenient way of moving between answer-fields, which are marked in grey. You can also browse the document with help of a mouse. Individual boxes can be ticked either by pressing the SPACE key or by a mouse click. Other fields will expand and allow for two or more lines of text. If you have any comments on questions, please provide these at the end of the questionnaire. Please save the completed questionnaire file to disk before sending it to us.

Should you have any questions or experience any problems in completing the questionnaire do not hesitate to get in touch at any time.

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Please return the completed questionnaire by 16th July 2007

Thanks a lot in advance!

Section 1: About your organisation

Q01 What is the official name of the organisation you work for ?

Q02 In which country is your organisation located?

Q03 What role does your organisation play in public procurement processes in your country?

Q04 What is your own role / expertise in relation to public procurement processes in your country?

Section 2: Reference to eAccessibility in public procurement legislation / regulation

This section focuses on public procurement legislation / regulation that is currently in place in your country. In particular, we are interested to learn whether this legislation / regulation have any implications on the inclusion of eAccessibility requirements in public ICT procurements in your country.

Q05 Is there any reference / relevance to issues relating to eAccessibility in any existing public procurement laws / regulations in your country?		
Yes <input type="checkbox"/>	No <input type="checkbox"/> [go to Q07]	Don't know <input type="checkbox"/>
If yes, please briefly describe: <input type="text"/>		

Q06 Overall, which of the following implications, if any, does the law / regulation have for the inclusion of eAccessibility requirements in public procurements of ICTs in your country?	
It is <u>mandatory</u> to include eAccessibility in <u>all</u> ICT procurements by public bodies	<input type="checkbox"/>
It is <u>mandatory</u> to include eAccessibility in <u>some</u> ICT procurements by public bodies	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>encouraged</u> , but is <u>not mandatory</u>	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>allowed</u> , but is <u>not specifically encouraged</u>	<input type="checkbox"/>
No implications	<input type="checkbox"/>
If there are implications for eAccessibility in ICT procurements in any of these ways, please briefly describe : <input type="text"/>	

Section 3: Other regulation / laws that have implications on public procurement

Apart from dedicated public procurement legislation / regulation, there may be other legislative / regulative fields in your country that impact on procurement practices of public bodies as well. For instance, in some countries eGovernment or anti-discrimination legislation requires public authorities to make the services that they provide to the public accessible to people with disabilities. This may include, for instance, communications with the public, online services provided via a web site or information provided by means of information kiosks. Against this background, we are interested to learn whether there are any other types of legislation/regulation in your country that have implications for the inclusion of eAccessibility requirements in public procurements of ICT products and/or services.

Q07 Are there any laws / regulations in other fields (e.g. equality/anti-discrimination, eGovernment, ageing/disability) in place in your country that impose obligations or otherwise encourage public procurers (in general or in particular sectors/fields) to include eAccessibility requirements in ICT-related procurements?		
Yes <input type="checkbox"/>	No <input type="checkbox"/> [go to Q09]	Don't know <input type="checkbox"/>
If yes, please briefly describe: <input style="width: 100%;" type="text"/>		

Q08 Overall, which of the following implications, if any, does the law / regulation have for the inclusion of eAccessibility requirements in public procurements of ICTs in your country?	
It is <u>mandatory</u> to include eAccessibility in <u>all</u> ICT procurements by public bodies	<input type="checkbox"/>
It is <u>mandatory</u> to include eAccessibility in <u>some</u> ICT procurements by public bodies	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>encouraged</u> , but is <u>not mandatory</u>	<input type="checkbox"/>
Inclusion of eAccessibility in ICT procurements is <u>allowed</u> , but is <u>not specifically encouraged</u>	<input type="checkbox"/>
No implications	<input type="checkbox"/>
If there are implications for eAccessibility in ICT procurements in any of these ways, please briefly describe : <input style="width: 100%;" type="text"/>	

Section 4: Non-legislative efforts directed towards the inclusion of eAccessibility requirements in public procurement

In some countries, non-legislative efforts have been pursued for some years that are directed towards encouraging inclusion of eAccessibility requirements in public procurements of ICT products and/or services. Examples include the development of guidelines, toolkits and training measures aimed at helping procurement practitioners to consider eAccessibility requirements at the various stages of the procurement process.

Q09 Have there been any non-legislative efforts to encourage the inclusion of eAccessibility requirements in ICT-related public procurements in your country (e.g. awareness-raising, training, toolkits, etc.)?		
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
If yes, please briefly describe: <input type="text"/>		

Section 5: Extent of actual inclusion of eAccessibility requirements in public procurements of ICTs in your country

This section focuses on assessing the extent to which eAccessibility requirements have actually been included in public procurement practices in your country during the last two years, if at all. We are interested to get information both on public procurements in relation to ICTs for interfacing/communicating with the citizen (e.g. procurements relating to public web sites/eGovernment, other modes of communication with the public, information kiosks, etc.) and procurements of ICTs for internal use by employees of public bodies (e.g. procurements of telecommunications equipment such as telephone handsets and/or switches, computer hardware and software including peripherals such as printers and scanners, internet and intranet applications as well as office electronic equipment such as fax machines and copy machines).

Q10 In your opinion, to what extent have eAccessibility requirements been included in public procurements relating to each of the following types of ICTs during the last two years in your country?					
	Not at all	In just one or two cases	In several cases (but still <u>not</u> in the majority of cases)	In the majority of cases	Don't
Public web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other ICTs used for interfacing with the citizen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ICTs for internal use (by public employees)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please briefly explain your assessment					
<input type="text"/>					

Section 6: Facilitators and barriers towards consideration of eAccessibility requirements in public procurements of ICTs

Q11 When considering current day-to-day practice in public procurement in your country, to what extent do you think that public procurers are aware of eAccessibility issues relating to ICTs and the relevance of including ICT accessibility requirements in their public procurements?

There is little or no awareness <input type="checkbox"/>	There is some awareness <input type="checkbox"/>	There is much awareness <input type="checkbox"/>	Don't know <input type="checkbox"/>
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Please briefly explain your assessment:

Q12 To what extent, if at all, do you feel that the following factors act as barriers to (more) inclusion of eAccessibility requirements in public procurements of ICTs? (Note: Multiple answers possible)

	Major barrier	Minor barrier	Not a barrier	Don't know
Lack of knowledge / understanding among public procurers of what eAccessibility is about	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
eAccessibility requirements are too complex for being practically applied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many other selection/award criteria that are to be considered already	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional time needed to address eAccessibility within the procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about additional costs if eAccessibility is included within the procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern about the capacity of the supply side to deliver eAccessibility / other market concerns ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other barrier, please specify

Q13 To what extent, if at all, do you feel that the following factors act / would act to encourage (more) inclusion of eAccessibility requirements in public procurements of ICTs? (Note: Multiple answers possible)

	Very much	To some extent	Not at all	Don't know
The general trend towards an aging workforce, tighter labour markets etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility standards to be referred to within the procurement process ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of tools/guidance on how to practically apply eAccessibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of eAccessibility related certification of ICT products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National-level public procurement legislation / policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EU-level public procurement legislation / policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If other facilitators, please specify

Q14 What actions would be most helpful in encouraging (more) inclusion of accessibility requirements in public procurements of ICTs in your country?

Please specify:

Any further comments

9 URLs included in the web accessibility test, by country

9.1 Australia

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	austrlia.gov.au	http://www.australia.gov.au
	National Parliament	Parliament of Australia	http://www.aph.gov.au
	National ministry of social affairs	Department of Families, Community Services and Indigenous Affairs (FaCSIA)	http://www.facsia.gov.au
	National ministry of health	Department of Health and Ageing	http://www.health.gov.au
	National ministry of education	Department of Education, Science and Training (DEST)	http://www.dest.gov.au
	National ministry of employment/labour	Department of Employment and Workplace Relations (DEWR)	http://www.dewr.gov.au
Private / sectoral	Main national daily news paper	Herald Sun	http://www.news.com.au/heraldsun/
	Main free-on-air broadcasting TV channel	Channel 9	http://channelnine.ninemsn.com.au/
	Main national retail bank	National Australia Bank	http://www.nab.com.au/
	Main national railway service	Rail Australia (Australia does not have a national railway service. Each state has its own railway service(s). This site is a tourist-oriented railway site for the whole country)	http://www.railaustralia.com.au
	Telecommunications: Main mobile operator	Telstra	http://www.telstra.com/mobile
	Telecommunications: Mainfixed line operator	Telstra	http://www.telstra.com

9.2 Austria

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Bundeskanzleramt Österreich (Austrian Federal Chancellery)	http://www.austria.gv.at/
	National Parliament	Österreichisches Parlament (Austrian Parliament)	http://www.parlinkom.gv.at/
	National ministry of social affairs	Bundesministerium für Soziales und Konsumentenschutz (Federal Ministry for Social Issues and Consumer Protection)	http://www.bmsk.gv.at/
	National ministry of health	Bundesministerium für Gesundheit, Familie und Jugend (Federal Ministry for Health, Family and Youth)	http://www.bmgfj.gv.at/
	National ministry of education	Bundesministerium für Unterricht, Kunst und Kultur (Federal Ministry for Education, the Arts and Culture)	http://www.bmukk.gv.at/
	National ministry of employment/labour	Bundesministerium für Wirtschaft und Arbeit (Federal Ministry of Economics and Labour)	http://www.bmwa.gv.at/
Private / sectoral	Main national daily news paper	Kronen Zeitung	http://www.krone.at/
	Main free-on-air broadcasting TV channel	ORF2	http://www.orf.at/
	Main national retail bank	Erste Bank	http://www.sparkasse.at/erstebank
	Main national railway service	Österreichische Bundesbahnen (ÖBB)	http://www.oebb.at/
	Telecommunications: Main mobile operator	Mobilkom Austria	http://www.mobilkom.at
	Telecommunications: Main fixed line operator	Telekom Austria	http://www.telekom.at/

9.3 Belgium

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	NL: "Federale portaalsite"	http://www.belgium.be/
	National Parliament	NL: "Het federale Parlement van België"	http://www.fed-parl.be/
	National ministry of social affairs	NL: "Federale Overheidsdienst Sociale Zekerheid"	http://socialsecurity.fgov.be/
	National ministry of health	NL: "Federale overheidsdienst Volksgezondheid, veiligheid van de voedselketen en leefmilieu"	https://health.fgov.be/
	National ministry of education	Belgium doesn't have a National ministry of education anymore. Education is an independent matter of the Flemish and the French Community since 1989.	Flemish Community: http://ond.vlaanderen.be/
	National ministry of employment/labour	NL: "FOD Werkgelegenheid, Arbeid en Sociaal Overleg"	http://www.meta.fgov.be/
Private / sectoral	Main national daily news paper	"Het Laatste Nieuws"	http://www.hln.be/
	Main free-on-air broadcasting TV channel	Flemish: "één" (this stands for "One")	http://www.een.be/
	Main national retail bank	Fortis	http://www.fortis.com/
	Main national railway service	Flemish: "NMBS; Nationale Maatschappij der Belgische Spoorwegen"	http://www.b-rail.be/
	Telecommunications: Main mobile operator	Proximus	http://www.proximus.be/
	Telecommunications: Main fixed line operator	Belgacom	http://www.belgacom.be/

9.4 Canada

	Institution/enterprise	Official name	URL	Notes
Governmental	The main national government portal	Government of Canada Site Site du gouvernement du Canada	http://www.canada.gc.ca/main_e.html	Because Canada is officially bilingual, this page only provides a portal to two different portal pages (one in English and one in French). This is the main portal page in English. All other pages below will be the English versions.
	National Parliament	Welcome to the Parliament of Canada Web site	http://www.parl.gc.ca/common/index.asp?Language=E	
	National ministry of social affairs	Welcome to the department of Human Resources and Social Development	http://www.hrsdc.gc.ca/en/home.shtml	
	National ministry of health	Health Canada – Main Page	http://www.hc-sc.gc.ca/index_e.html	
	National ministry of education	Ministry of Education / Ministry of Training, Colleges, & Universities	http://www.edu.gov.on.ca/eng/welcome.html	In Canada, education is a provincial jurisdiction. Thus, I am providing the portal to the education ministries of the largest province. In many provinces there is a separate ministry for post-secondary (beyond grade 12) education.
	National ministry of employment/labour	Labour Program	http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/labour.shtml	NOTE: This is also part of the department of Human Resources and Social Development, even though it has its own minister in parliament.
Private / sectoral	Main national daily news paper	globeandmail.com: Canada's National Newspaper	http://www.theglobeandmail.com/	
	Main free-on-air broadcasting TV channel	CBC.CA - Canada's News, Money, Sports, Health, Technology & Science, Consumer Life, Arts, and Kids Information Source	http://www.cbc.ca/	
	Main national retail bank	RBC Financial Group - We put our clients first.	http://www.rbc.com/	Size based on market capitalization as reported in http://en.wikipedia.org/wiki/Big_Five_banks

	Main national railway service	Canadian National	http://www.cn.ca/productservices/en_index.shtml	Passenger service is virtually non-existent in Canada. CN is only a freight railway.
	Telecommunications: Main mobile operator	Rogers.com	http://www.shoprogers.com/homeen.asp	The two largest mobile companies are Rogers (reported here) and Bell (BCE - reported below).
	Telecommunications: Main fixed line operator	BCE: Bell Canada Enterprises: Canada's Largest Communications Company	http://www.bce.ca/en/	BCE is involved in all aspects of Telecommunications in Canada. IT definitely has the largest amount of fixed line installations. It is also

9.5 Czech Republic

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Vlada Ceske republiky	http://www.vlada.cz/
	National Parliament	Poslanecka snemovna Ceske republiky	http://www.psp.cz/sqw/hp.sqw
	National ministry of social affairs	Ministerstvo prace a sociálních veci	http://www.mpsv.cz/cs/
	National ministry of health	Ministerstvo zdravotnictvi	http://www.mzcr.cz/
	National ministry of education	Ministerstvo skolstvi	http://www.msmt.cz/
	National ministry of employment/labour	Ministerstvo prace a socialnich veci	http://www.mpsv.cz/cs/
Private / sectoral	Main national daily news paper	Mlada fronta DNES	http://www.idnes.cz/
	Main free-on-air broadcasting TV channel	CT1	http://www.ceskatelevize.cz/
	Main national retail bank	Ceska sporitelna	http://www.csas.cz/banka/appmanager/portal/banka
	Main national railway service	Ceske drahy	http://www.cd.cz/
	Telecommunications: Main mobile operator	T-Mobile	http://t-mobile.cz/Web/Default.aspx
	Telecommunications: Main fixed line operator	Telefonica O2 Czech Republic	http://www.cz.o2.com/home/cz/guidepost/index.html

9.6 Cyprus

	Institution/enterprise	Official name	URL
Governmental	The main national government portal (If such a portal is not available in your country please identify the web site of the national government or of the main representative of the government such as the Chancellor, President or Prime Minister)	Γραφείο Τύπου και Πληροφοριών	http://www.moi.gov.cy/moi/pio/pio.nsf/index_gr/index_gr?OpenDocument
	National Parliament	Η Βουλή των Αντιπροσώπων	http://www.parliament.cy/www_START/index.asp
	National ministry of social affairs	Υπουργείο Εργασίας και Κοινωνικών Ασφαλίσεων	http://www.mlsi.gov.cy/mlsi/mlsi.nsf/dmlindex_gr/dmlindex_gr?OpenDocument
	National ministry of health	Υπουργείου Υγείας της Κυπριακής Δημοκρατίας	http://www.moh.gov.cy/moh/moh.nsf/index_gr/index_gr?OpenDocument
	National ministry of education	Υπουργείο Παιδείας και Πολιτισμού	http://www.moec.gov.cy/
	National ministry of employment/labour	Υπουργείο Εργασίας και Κοινωνικών Ασφαλίσεων	http://www.mlsi.gov.cy/mlsi/mlsi.nsf/dmlindex_gr/dmlindex_gr?OpenDocument
Private / sectoral	Main national daily news paper	Φιλελεύθερος	http://www.phileleftheros.com/main/main.asp?gid=0&tp=69
	Main free-on-air broadcasting TV channel	Ραδιοφωνικό Ίδρυμα Κύπρου	http://www.cybc.com.cy/sitemap.html
	Main national retail bank	Bank of Cyprus	http://www.bankofcyprus.com/Main/Default.aspx
	Main national railway service	Not applicable, since there is no railway in Cyprus	
	Telecommunications: Main mobile operator	Cytamobile-Vodafone	http://www.cytamobile-vodafone.com/
	Telecommunications: Main fixed line operator	Κυπριακή Αρχή Τηλεπικοινωνιών (CYTA)	http://www.cyta.com.cy/alles.htm

9.7 Denmark

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Borger.dk (Borger = Citizen)	http://borger.dk
	National Parliament	Folketinget	http://www.folketinget.dk
	National ministry of social affairs	Socialministeriet (Ministry of Social Affairs)	http://www.social.dk
	National ministry of health	Indenrigs- og Sundhedsministeriet (Ministry of the Interior and Health)	http://www.im.dk
	National ministry of education	Undervisningsministeriet (Ministry of Education)	http://www.uvm.dk
	National ministry of employment/labour	Beskæftigelsesministeriet (Ministry of Employment)	http://www.bm.dk
Private / sectoral	Main national daily news paper	Morgenavisen Jyllandsposten	http://jp.dk
	Main free-on-air broadcasting TV channel	TV 2	http://tv2.dk
	Main national retail bank	Danske Bank	http://www.danskebank.dk
	Main national railway service	DSB	http://www.dsb.dk
	Telecommunications: Main mobile operator	TDC	http://tdc.dk
	Telecommunications: Main fixed line operator	TDC	http://tdc.dk

9.8 Estonia

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Information Portal is the main point of entry for information on governance in Estonia.	www.riik.ee
	National Parliament	Riigikogu	www.riigikogu.ee
	National ministry of social affairs	Ministry of Social Affairs	www.sm.ee
	National ministry of health	Ministry of Social Affairs	www.sm.ee
	National ministry of education	Ministry of Education and Research	www.hm.ee
	National ministry of employment/labour	Ministry of Social Affairs	www.sm.ee
Private / sectoral	Main national daily news paper	Postimees	www.postimees.ee
	Main free-on-air broadcasting TV channel	ETV	www.etv.ee
	Main national retail bank	Hansabank	www.hansa.ee
	Main national railway service	Edelaraudtee	www.edel.ee
	Telecommunications: Main mobile operator	EMT	www.emt.ee
	Telecommunications: Main fixed line operator	Elion	www.elion.ee

9.9 Finland

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Valtioneuvosto	http://valtioneuvosto.fi/etusivu/fi.jsp
	National Parliament	Eduskunta	http://web.eduskunta.fi/Resource.phx/eduskunta/index.htm?lng=fi
	National ministry of social affairs	Sosiaali- ja terveystieteiden ministeriö	http://www.stm.fi/Resource.phx/stm/index.htm
	National ministry of health	the same as above	the same as above
	National ministry of education	Opetusministeriö	http://www.minedu.fi/OPM/
	National ministry of employment/labour	Työministeriö	http://www.mol.fi/mol/fi/index.jsp
Private / sectoral	Main national daily news paper	Helsingin sanomat	http://www.hs.fi/
	Main free-on-air broadcasting TV channel	Yleisradio	http://www.yle.fi/index.html
	Main national retail bank	Nordea	http://www.nordea.fi/sitemod/default/portal.aspx?pid=700000
	Main national railway service	Valtionrautatiet	http://www.vr.fi/heo/index.html
	Telecommunications: Main mobile operator	TeliaSonera	http://www.teliasonera.com/index/0,2849,1-fi_h-12446,00.html
	Telecommunications: Main fixed line operator	TeliaSonera	http://www.teliasonera.com/index/0,2849,1-fi_h-12446,00.html

9.10 France

	Institution/entreprise	Official name	URL
Governmental	The main national government portal	Portail du Gouvernement - site du Premier ministre	http://www.premier-ministre.gouv.fr/
	National Parliament	Assemblée Nationale	http://www.assemblee-nationale.fr/
	National ministry of social affairs	Ministère du travail, des relations sociales et de la solidarité	http://www.travail.gouv.fr/
	National ministry of health	Ministère de la Santé, de la Jeunesse et des Sports	http://www.jeunesse-sports.gouv.fr/
	National ministry of education	Ministère de l'Education nationale	http://www.education.gouv.fr/
	National ministry of employment/labour	Ministère du travail, des relations sociales et de la solidarité	http://www.travail.gouv.fr/
Private / sectoral	Main national daily news paper	Le Figaro	http://www.lefigaro.fr
	Main free-on-air broadcasting TV channel	TF1	http://www.tf1.fr/
	Main national retail bank	Crédit agricole	http://www.credit-agricole.fr/
	Main national railway service	SNCF	http://www.sncf.com/
	Telecommunications: Main mobile operator	Orange	http://www.orange.fr/
	Telecommunications: Main fixed line operator	France Télécom	http://www.agence.francetelecom.com/

9.11 Germany

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	RegierungOnline	http://www.bundesregierung.de
	National Parliament	Deutscher Bundestag	http://www.bundestag.de/
	National ministry of social affairs	BMAS - Federal ministry of work and social affairs	http://www.bmas.bund.de/
	National ministry of health	BMG - Federal ministry of health	http://www.bmg.bund.de
	National ministry of education	BMBF - Federal ministry of education and research	http://www.bmbf.de/
	National ministry of employment/labour	Cf. ministry of social affairs above	
Private / sectoral Services	Main national daily news paper	Sueddeutsche Zeitung - Sueddeutsche.de (online version of the paper)	http://www.sueddeutsche.de/
	Main free-on-air broadcasting TV channel	ARD.de	http://www.ard.de/
	Main national retail bank	Deutsche Bank	http://www.deutsche-bank.de
	Main national railway service	Deutsche Bahn	http://www.bahn.de
	Telecommunications: Main mobile operator	T-Mobile	http://www.t-mobile.de/
	Telecommunications: Main fixed line operator	Deutsche Telekom	http://www.telekom.de/

9.12 Greece

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Πρωθυπουργός της Ελλάδας	http://www.primeminister.gr/
	National Parliament	Βουλή των Ελλήνων	http://www.parliament.gr/default.asp
	National ministry of social affairs	Υπουργείο Απασχόλησης και Κοινωνικής Προστασίας	http://www.ypakp.gr/
	National ministry of health	Υπουργείο Υγείας και Κοινωνικής Αλληλεγγύης	http://www.mohaw.gr/gr
	National ministry of education	Υπουργείο Εθνικής Παιδείας και Θρησκευμάτων	http://www.ypepth.gr/el_ec_home.htm
	National ministry of employment/labour	Υπουργείο Απασχόλησης και Κοινωνικής Προστασίας	http://www.ypakp.gr/
Private / sectoral	Main national daily news paper	Τα Νέα	http://www.tanea.gr/
	Main free-on-air broadcasting TV channel	ΕΤ-1	http://www.ert.gr/
	Main national retail bank	Εθνική Τράπεζα της Ελλάδος	http://www.nbg.gr/
	Main national railway service	Οργανισμός Σιδηροδρόμων Ελλάδος (ΟΣΕ)	http://www.ose.gr/
	Telecommunications: Main mobile operator	COSMOTE	http://www.cosmote.gr/cosmote/cosmote.portal
	Telecommunications: Main fixed line operator	OTE	http://www.ote.gr/

9.13 Hungary

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	“Magyarország.hu – A Kormányzati Portál.” (literally: The Government Portal)	www.magyarorszag.hu
	National Parliament	“Az ország háza – Parlamenti információs rendszer – Information System of Hungarian National Assembly”	www.mkogy.hu
	National ministry of social affairs	“Szociális és Munkaügyi Minisztérium – Ministry of Social Affairs and Labour”	www.szmm.gov.hu
	National ministry of health	“Egészségügyi Minisztérium – Ministry of Health”	www.eum.hu
	National ministry of education	“Oktatási és Kulturális Minisztérium – Ministry of Education and Culture”	www.okm.gov.hu
	National ministry of employment/labour	“Szociális és Munkaügyi Minisztérium – Ministry of Social Affairs and Labour”	www.szmm.gov.hu
Private / sectoral	Main national daily newspapers	“Blikk.hu”	www.blikk.hu
	Main free-on-air broadcasting TV channel	“mtv.hu – A Magyar Televízió online csatornája” (lit.: The Online Channel of the Hungarian Television)	www.mtv.hu
	Main national retail bank	“OTP Bank”	www.otpbank.hu
	Main national railway service	“MÁV – Portál. A MÁV lapja” (lit.: The Portal of the Hungarian National Railways)	www.mav.hu
	Telecommunications: Main mobile operator	“T-Mobile”	www.t-mobile.hu
	Telecommunications: Main fixed line operator	“T-Com”	www.t-com.hu

9.14 Ireland

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Government of Ireland website	www.irgov.ie
	National Parliament	Houses of the Oireachtas	www.oireachtas.ie
	National ministry of social affairs	Department of Social and Family Affairs	www.welfare.ie
	National ministry of health	Department of Health and Children	www.dohc.ie
	National ministry of education	Department of Education and Science	www.education.ie
	National ministry of employment/labour	Department of Enterprise, Trade and Employment	www.entemp.ie
Private / sectoral	Main national daily news paper	Irish Independent	www.independent.ie
	Main free-on-air broadcasting TV channel	RTE1	www.rte.ie
	Main national retail bank	Allied Irish Banks	www.aib.ie
	Main national railway service	Irish Rail	www.irishrail.ie
	Telecommunications: Main mobile operator	Vodafone	www.vodafone.ie
	Telecommunications: Main fixed line operator	Eircom	www.eircom.net

9.15 Italy

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Governo Italiano	www.governo.it
	National Parliament	Parlamento Italiano	www.parlamento.it
	National ministry of social affairs	Ministero della Solidarieta' Sociale	www.solidarietasociale.gov.it
	National ministry of health	Ministero della Salute	www.ministerosalute.it
	National ministry of education	Ministero della Pubblica Istruzione	www.istruzione.it
	National ministry of employment/labour	Ministero del lavoro e della previdenza sociale	www.lavoro.gov.it
Private / sectoral	Main national daily news paper	Corriere della Sera	www.corriere.it
	Main free-on-air broadcasting TV channel	RAI	www.rai.it
	Main national retail bank	UniCredit Banca	www.unicreditbanca.it
	Main national railway service	Ferrovie dello Stato – Trenitalia	www.ferroviedellostato.it
	Telecommunications: Main mobile operator	TIM	www.tim.it
	Telecommunications: Main fixed line operator	Telecom Italia	www.telecomitalia.it

9.16 Latvia

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	State portal of Latvia	http://www.latvia.lv
	National Parliament	Saeima	http://www.saeima.lv
	National ministry of social affairs	Ministry of Welfare of Latvia	http://www.lm.gov.lv
	National ministry of health	Ministry of Health of Latvia	http://www.vm.gov.lv
	National ministry of education	Ministry of Education and Science of Latvia	http://www.izm.gov.lv
	National ministry of employment/labour	Ministry of Welfare of Latvia	http://www.lm.gov.lv
Private / sectoral	Main national daily news paper	Diena	http://www.diena.lv
	Main free-on-air broadcasting TV channel	Public channel LTV1	http://www.ltv.lv
	Main national retail bank	Parex banka	http://www.parex.lv
	Main national railway service	Latvian Railway	http://www.ldz.lv
	Telecommunications: Main mobile operator	Tele2	http://www.tele2.lv
	Telecommunications: Main fixed line operator	Lattelecom	http://www.lattelecom.lv/

9.17 Lithuania

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Lietuvos Respublikos vyriausybė (Government of the Republic of Lithuania)	www.lrv.lt
	National Parliament	Lietuvos Respublikos Seimas (Seimas of the Republic of Lithuania)	www.lrs.lt
	National ministry of social affairs	Lietuvos Respublikos Socialinės apsaugos ir darbo ministerija (Ministry of Social Security and Labour of the Republic of Lithuania)	www.socmin.lt
	National ministry of health	Lietuvos Respublikos Sveikatos apsaugos ministerija (Ministry of Health of the Republic of Lithuania)	www.sam.lt
	National ministry of education	Lietuvos Respublikos Švietimo ir mokslo ministerija (Ministry of Education and Science of the Republic of Lithuania)	www.smm.lt
	National ministry of employment/labour	Lietuvos Respublikos Socialinės apsaugos ir darbo ministerija (Ministry of Social Security and Labour of the Republic of Lithuania)	www.socmin.lt
Private / sectoral	Main national daily news paper	Lietuvos rytas	www.lrytas.lt
	Main free-on-air broadcasting TV channel	Lietuvos televizija (national public broadcaster)	www.lrt.lt
	Main national retail bank	SEB Vilniaus bankas	www.seb.lt
	Main national railway service	AB "Lietuvos geležinkeliai" (JSC „Lithuanian Railways“)	www.litrail.lt
	Telecommunications: Main mobile operator	UAB "Omnitel" (JSC "Omnitel")	www.omnitel.lt
	Telecommunications: Main fixed line operator	AB "TEO LT" (JSC "TEO LT")	www.teo.lt

9.18 Luxembourg

	Institution/entreprise	Official name	URL
Governmental	The main national government portal	Le Gouvernement du Grand-Duché de Luxembourg	http://www.gouvernement.lu/
	National Parliament	Chambre des Députés	http://www.chd.lu/
	National ministry of social affairs	Ministère de la Sécurité Sociale	http://www.mss.public.lu/
	National ministry of health	Ministère de la Santé	http://www.ms.etat.lu/
	National ministry of education	Ministère de l'Education Nationale et de la Formation Professionnelle	http://www.men.public.lu/
	National ministry of employment/labour	Ministère de Travail et de l'Emploi	http://www.mte.public.lu/
Private / sectoral	Main national daily news paper	D'Wort	http://www.wort.lu
	Main free-on-air broadcasting TV channel	Radio Télé Luxembourg (RTL)	http://www.rtl.lu
	Main national retail bank	Banque et Caisse d'Epargne de l'Etat Luxembourgeois	http://www.bcee.lu
	Main national railway service	Société Nationale des Chemin de Fer Luxembourgeois	http://www.cfl.lu
	Telecommunications: Main mobile operator	LuxGSM	http://www.luxgsm.lu
	Telecommunications: Main fixed line operator	Entreprise Postes & Télécommunication (EPT) Télécom	http://www.ept.lu/?Im1=D9EF11B48A0A

9.19 Malta

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Government of Malta portal	http://www.gov.mt
	National Parliament	House of representatives	http://www.parliament.gov.mt
	National ministry of social affairs	Ministry for the Family and Social Solidarity	http://www.msp.gov.mt/
	National ministry of health	Ministry of Health, the Elderly and Community Care Website	http://www.sahha.gov.mt/
	National ministry of education	Ministry of Education, Youth and Employment	http://www.education.gov.mt
	National ministry of employment/labour	See row above	
Private / sectoral	Main national daily news paper	Times of Malta	http://www.timesofmalta.com
	Main free-on-air broadcasting TV channel	TVM (Public Broadcasting Authority)	http://www.pbs.com.mt/
	Main national retail bank	Bank of Valletta	http://www.bov.com
	Main national railway service	Railway is n/a Malta Transport Authority	http://www.maltatransport.com/
	Telecommunications: Main mobile operator	Vodafone Malta	http://www.vodafone.com.mt/
	Telecommunications: Main fixed line operator	Go (ex Maltacom)	http://www.go.com.mt/

9.20 Netherlands

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Overheid.nl	http://overheid.nl/
	National Parliament	Het Parlement	http://www.parlement.nl/
	National ministry of social affairs	Ministerie van Sociale Zaken en Werkgelegenheid	http://home.szw.nl/index/dsp_index.cfm
	National ministry of health	Ministerie van Gezondheidszorg	http://www.minvws.nl/
	National ministry of education	Ministerie van Onderwijs en Cultuur	http://www.minocw.nl/
	National ministry of employment/labour	See Min. of Social Affairs	http://minszw.nl/
Private / sectoral	Main national daily news paper	De Telegraaf	http://www.telegraaf.nl/
	Main free-on-air broadcasting TV channel	Publieke omroep	http://www.omroep.nl/nps/
	Main national retail bank	Rabobank	http://www.rabobank.nl/
	Main national railway service	Nederlandse Spoorwegen	http://www.ns.nl/
	Telecommunications: Main mobile operator	KPN	http://www.kpn.nl/
	Telecommunications: Main fixed line operator	KPN	http://www.kpn.nl/

9.21 Poland

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	The Chancellery of Prime Minister, Republic of Poland / Kancelaria Prezesa Rady Ministrów, Rzeczpospolita Polska	www.kprm.gov.pl
	National Parliament	Sejm of the Republic of Poland / Sejm Rzeczypospolitej Polskiej	www.sejm.gov.pl
	National ministry of social affairs	Ministry of Labour and Social Policy / Ministerstwo Pracy i Polityki Społecznej	www.mpips.gov.pl
	National ministry of health	Ministry of Health / Ministerstwo Zdrowia	www.mz.gov.pl
	National ministry of education	Ministry of National Education / Ministerstwo Edukacji Narodowej	www.men.gov.pl
	National ministry of employment/labour	The Ministry of Labour is joint with the Ministry of Social Policy (mentioned above) Ministry of Labour and Social Policy / Ministerstwo Pracy i Polityki Społecznej	www.mpips.gov.pl
Private / sectoral	Main national daily news paper	FAKT	www.efakt.pl
	Main free-on-air broadcasting TV channel	TVP – public channels. The web site includes all public channels: TVP1, TVP2, TVP3, TVP Polonia, TVP Kultura, TVP Sport, TVP Historia.	www.tvp.pl
	Main national retail bank	PKO Bank Polski	www.pkobp.pl
	Main national railway service	Polish National Railway Company/Polskie Koleje Państwowe	www.pkp.pl
	Telecommunications: Main mobile operator	Orange	www.orange.pl
	Telecommunications: Main fixed line operator	Polish Telecommunication	www.tp.pl

9.22 Portugal

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Portal do Governo	http://www.portugal.gov.pt/Portal/PT
	National Parliament	Assembleia da República	http://www.parlamento.pt/
	National ministry of social affairs	Ministério do Trabalho e da Solidariedade Social (Ministry of Labour and Social Solidarity)	http://www.mtss.gov.pt/
	National ministry of health	Ministério da Saúde	http://www.portaldasaude.pt/portal
	National ministry of education	Ministério da Educação	http://www.min-edu.pt/
	National ministry of employment/labour	Ministério do Trabalho e da Solidariedade Social (Ministry of Labour and Social Solidarity)	http://www.mtss.gov.pt/
Private / sectoral	Main national daily news paper	Correio da Manhã	http://www.correiomanha.pt/
	Main free-on-air broadcasting TV channel	RTP (Rádio e Televisão de Portugal)	http://www.rtp.pt/
	Main national retail bank	Millennium bcp	http://www.millenniumbcp.pt/
	Main national railway service	CP (Caminhos de Ferro Portugueses, E.P.)	http://www.cp.pt/
	Telecommunications: Main mobile operator	TMN (Telecomunicações Móveis Nacionais, SA)	http://www.tmn.pt/portal/site/tmn
	Telecommunications: Main fixed line operator	Portugal Telecom	http://www.telecom.pt/

9.23 Slovakia

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	The Slovak Republic Government Office	http://www.government.gov.sk
	National Parliament	National Council of the Slovak Republic	http://www.nrsr.sk/
	National ministry of social affairs	Ministry of Labour, Social Affairs and Family of the Slovak Republic	http://www.employment.gov.sk
	National ministry of health	Ministry of Health of the Slovak Republic	http://www.health.gov.sk
	National ministry of education	Ministry of Education of the Slovak Republic	http://www.minedu.sk/
	National ministry of employment/labour	Ministry of Labour, Social Affairs and Family of the Slovak Republic	http://www.employment.gov.sk
Private / sectoral	Main national daily news paper	Pravda newspaper	http://www.pravda.sk/
	Main free-on-air broadcasting TV channel	STV 1 (Slovak Television - public TV station)	www.stv.sk
	Main national retail bank	Vseobecna uverova banka	www.vub.sk
	Main national railway service	The Railways of the Slovak Republic	http://www.zsr.sk
	Telecommunications: Main mobile operator	Orange Slovakia	http://www.orange.sk/
	Telecommunications: Main fixed line operator	Slovak Telecom	http://www.telecom.sk/

9.24 Slovenia

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Government of the Republic of Slovenia	http://www.vlada.si/
	National Parliament	Republic of Slovenia National Assembly	http://www.dz-rs.si/index.php?id=69
	National ministry of social affairs	Ministry of Labour, Family and Social Affairs	http://www.mddsz.gov.si/
	National ministry of health	Ministry of Health	http://www2.gov.si/mz/mz-splet.nsf
	National ministry of education	Ministry of Education and Sport	http://www.mss.gov.si/
	National ministry of employment/labour	Ministry of Labour, Family and Social Affairs	http://www.mddsz.gov.si/
Private / sectoral	Main national daily news paper	Delo	http://delo.si/
	Main free-on-air broadcasting TV channel	Pop TV (including Kanal A)	http://24ur.com/naslovnica/index.php
	Main national retail bank	Nova Ljubljanska Banka	http://www.nlb.si/
	Main national railway service	Slovenske železnice	http://www.slo-zeleznice.si/
	Telecommunications: Main mobile operator	Mobitel	http://mobitel.si/slo/
	Telecommunications: Main fixed line operator	Telekom Slovenije	http://www.telekom.si/

9.25 Spain

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Presidencia del Gobierno	http://www.la-moncloa.es/default.htm
	National Parliament	Congreso de los Diputados (House of Commons)	http://www.congreso.es/
	National ministry of social affairs	Ministerio de Trabajo y Asuntos Sociales (Ministry of Labor and social affairs)	http://www.mtas.es/
	National ministry of health	Ministerio de Sanidad y Consumo (Ministry of Health and Consumers)	http://www.msc.es/
	National ministry of education	Ministerio de Educación y Ciencia (Ministry of Education and Science)	www.mec.es
	National ministry of employment/labour	Ministerio de Trabajo y Asuntos Sociales (Ministry of Labor and social affairs)	http://www.mtas.es/
Private / sectoral	Main national daily news paper	El País	www.elpais.es
	Main free-on-air broadcasting TV channel	Televisión Española	www.rtve.es
	Main national retail bank	BSCH	www.gruposantander.es
	Main national railway service	RENFE	www.renfe.es
	Telecommunications: Main mobile operator	Movistar	www.movistar.es
	Telecommunications: Main fixed line operator	Telefónica	www.telefonica.es

9.26 Sweden

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Sveriges regering och regeringskansli	http://www.regeringen.se/
	National Parliament	Sveriges riksdag	http://www.riksdagen.se/
	National ministry of social affairs	Socialdepartementet	http://www.regeringen.se/sb/d/1474
	National ministry of health	Socialdepartementet	http://www.regeringen.se/sb/d/1474
	National ministry of education	Utbildningsdepartementet	http://www.regeringen.se/sb/d/1454
	National ministry of employment/labour	Arbetsmarknadsdepartementet	http://www.regeringen.se/sb/d/8270
Private / sectoral	Main national daily news paper	Aftonbladet	http://www.aftonbladet.se/
	Main free-on-air broadcasting TV channel	Sveriges television	http://svt.se/
	Main national retail bank	Nordea	http://www.nordea.se/sitemod/default/portal.aspx?pid=200000
	Main national railway service	Statens järnvägar	http://www.sj.se/
	Telecommunications: Main mobile operator	Telia	http://www.telia.se/
	Telecommunications: Main fixed line operator	TeliaSonera	http://www.teliasonera.se/index/0,2849,1-se_h-12454,00.html

9.27 UK

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	Website of the UK government Directgov	http://www.direct.gov.uk/en/index.htm
	National Parliament	UK Parliament - Parliament Home Page	http://www.parliament.uk/
	National ministry of social affairs	Home - Ministry of Justice	http://www.justice.gov.uk/index.htm
	National ministry of health	DH home Department of Health	http://www.dh.gov.uk/en/index.htm
	National ministry of education	DfES, Department for Education and Skills homepage	http://www.dfes.gov.uk/
	National ministry of employment/labour	The Department for Work and Pensions (DWP)	http://www.dwp.gov.uk/
Private / sectoral	Main national daily news paper	The Sun Newspaper online (home page)	http://www.thesun.co.uk/
	Main free-on-air broadcasting TV channel	BBC - bbc.co.uk homepage - Home of the BBC on the Internet	http://www.bbc.co.uk/
	Main national retail bank	Home personal, business, online, internet, banking HSBC Bank UK	http://www.hsbc.co.uk/1/2/
	Main national railway service	National Rail Enquiries - Official source for rail information, UK train times and timetables	http://www.nationalrail.co.uk/
	Telecommunications: Main mobile operator	O2 home page	http://www.o2.co.uk/
	Telecommunications: Main fixed line operator	BT.com Broadband Internet, mobile and fixed telecommunications products and service from BT for home and business	http://www.bt.com/

9.28 USA

	Institution/enterprise	Official name	URL
Governmental	The main national government portal	The White House (President Bush)	http://www.whitehouse.gov/
	National Parliament	United States House of Representatives	http://www.house.gov/
	National ministry of social affairs	n/a	n/a
	National ministry of health	United States Health and Human Services	http://www.hhs.gov/
	National ministry of education	United States Department of Education	http://www.ed.gov
	National ministry of employment/labour	United States Department of Labor	http://www.dol.gov/
Private / sectoral	Main national daily news paper	USA Today	http://usatoday.com/
	Main free-on-air broadcasting TV channel	ABC	http://abcnews.go.com/
	Main national retail bank	Citigroup (CitiBank)	http://www.citibank.com/us/d.htm
	Main national railway service	Amtrak	http://www.amtrak.com/servlet/Content Server?pagename=Amtrak/HomePage
	Telecommunications: Main mobile operator	Verizon Wireless	http://www.verizonwireless.com/b2c/index.html
	Telecommunications: Main fixed line operator	AT&T	http://www.att.com

10 Main national market players identified from available market statistics

The main market players included in the investigation were selected according to available market statistics.

10.1 Main national telephone operators

Top 2 Mobile Telephony Operators EU 25, AU, CA, US by clients

Country	largest operator	2nd largest operator
AT	Mobikom	T-Mobile
BE	Proximus	Base
DE	T-Mobile	Vodafone
DK	TDC	Sonofon
EL	Cosmote	Vodafone
ES	Vodafone	Movistar
FI	TeliaSonera	Elisa
FR	Orange	SFR
IE	Vodafone	O2
IT	TIM	Vodafone
LU	LuxGSM	Tango
NL	KPN	Vodafone
PT	TMN	Vodafone
SE	TeilaSonera	Telenor
UK	O2	T-Mobile
CY	Cytamobile - Vodafone	Areeba
CZ	T-Mobile	O2
EE	EMT	Tele2
HU	T-Mobile	Pannon
LT	UAB Omnitel	Bite
LV	LMT	Tele2
MT	Vodafone	Go
PL	Orange	Era (soon T-Mobile)
SI	Mobitel	SI-Mobil-Vodafone
SK	Orange	T-Mobile
AU	Telstra Mobile	Optus Mobile
CA	Rogers Wireless	BCE
US	Verizon Wireless	AT&T Mobility

Top 2 Fixed line Operators EU 25, AU, CA, US by clients

Country	largest operator	2nd largest operator
AT	Telekom Austria	Tele 2 UTA
BE	Belgacom	Telenet
DE	Deutsche Telekom	Arcor
DK	TDC	Tele2
EL	OTE	Tellas
ES	Telefonica	Not applicable
FI	TeliaSonera	Elisa
FR	France Télécom	Neuf Cegetel
IE	Eircom	BT Ireland
IT	Telecom Italia	Not applicable
LU	P&T	Cegecom
NL	KPN	Versatel / Tele2
PT	Portugal Telecom	Not applicable
SE	Telia Sonera	Tele 2
UK	British Telecom	Virgin Media
CY	CYTA	Not applicable
CZ	GTS Novera	Telefónica O2
EE	Elion	Tele2
HU	Magyar Telekom	Invitel
LT	AB TEO	Not applicable
LV	Lattelcom	Triatel
MT	Go	Hello
PL	TP S.A.	Netia
SI	Telekom Slovenije	Not applicable
SK	Slovak Telekom	Not applicable
AU	Telstra	Optus
CA	BCE	Telus
US	AT&T	Verzion

10.2 Main public and commercial broadcasters

Top 2 public and commercial channels EU25, AU, CA, US by audience share

Country	Largest commercial channel	2nd largest commercial channel	Largest public channel	2nd largest public channel
AT	SAT1	RTL (DE)	ORF2	ORF1
BE (french)	VTM	RTL	één	La Une
DE	RTL	SAT1	ARD	ZDF
DK	TV3	SBS TV	TV2	DRTV
EL	Ant1	Mega	ET-1	NET
ES	Tele5	Antena3	TVE1	La2
FI	MTV3	Nelonen	YLE TV1	YLE TV2
FR	TF1	M6	France 2	France 3
IE	TV3	TG4	RTE1	RTE2
IT	Canale 5	Rete4	RAI 1	RAI 2
LU	RTL	TF1 (FR)	ARD (DE)	ZDF (DE)
NL	RTL 4	SBS 6	Nederland 1	Nederland 2
PT	TVI	SIC	RTP1	RTP2
SE	TV4	TV6	SVT1	SVT2
UK	ITV 1	Channel 4	BBC 1	BBC 2
CY	Sigma TV	Antenna TV	TV PIL-1	TV PIK-2
CZ	TV Nova	TV Prima	CT1	CT2
EE	Kanal 2	TV3	ETV	Not applicable
HU	TV2	RTL Klub	MTV	Not applicable
LT	TV3	LNK	LRT	Not applicable
LV	LNT	TV3	LTV 1	LTV 7
MT	One TV	Net TV	TVM	Education 22
PL	Polsat	TVN	TVP1	TVP2
SI	Pop TV	Kanal A	Slovenia 1	Slovenia 2
SK	Markiza	JOJ	STV 1	STV 2
AU	Channel 9	Channel 7	ABC	SBS
CA	CTV (network)	Global (network)	CBC(English Language)	CBC (French Language)
US	NBC	ABC	PBS	Not applicable

10.3 Main national retail banks

Banks EU 25, AU, CA, US

Country	1st main bank	2nd main bank 2
AT	Erste Bank	Raiffeisen Zentralbank Österreich
BE	Fortis Bank	Dexia
DE	Deutsche Bank	Hypovereinsbank
DK	Dankse Bank	Nordea
EL	National Bank of Greece	Alpha Bank
ES	Santander Central Hispano	Banco Bilbao Vizeaya Argentaria
FI	Nordea	OKO Bank
FR	Crédit Agricole	BNP Paribas
IE	Allied Irish Banks	Bank of Ireland
IT	Intesa Sanpaolo	Unicredit
LU	BCEE	Fortis Banque Luxembourg
NL	Rabobank Group	ING Bank
PT	Millenium BCP	Caixa Geral de Depósitos
SE	Nordea Group	Svenska Handelsbanken
UK	HSBC Holdings	Royal Bank of Scotland
CY	Hellenic Bank	Cyprus Bank
CZ	Ceskoslovenska ochodni banka	Ceska Sporitelna
EE	Hansapank AS	SEB Eesti Ühispank
HU	OTP Bank	Kereskedelmi es Hitelbank Bank
LT	SEB Vilniaus Bankas	AB Bankas Hansabankas
LV	Parex Bank	SEB Unibanka
MT	Bank of Valletta plc. (BOV)	HSBC Bank Malta plc
PL	PKO Bank Polski	Bank Handlowy (CitiBank)
SI	Nova Ljubljanska Banka	Nova Kreditna banka Maribor
SK	Vseobecna uverova banka	Slovenska sporitel' na
AU	National Australian Bank	Australia & NZ Banking Group
CA	Royal Bank of Canada	TD Canada Trust
US	Bank of America	Wells Fargo

10.4 Major hardware manufacturers and software developers

Hardware manufacturers	Software developers
Hewlett Packard (HP)	Microsoft
Dell	Adobe
Acer	SAP