Digital Inclusion in the EU

"If you are not on the web, you will have problems accessing services"

Tim Berners-Lee, interview in The New Statesman, August 2016

European Commission

5%
The share of people in the EU who do not use the internet because of some form of disability

More than 80 million
The number of people affected by some form of disability

Less than 10%
The number of websites in Europe accessible for persons with disabilities

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The EU is working to promote digital inclusion for everyone

I NEED...

...to use online public services

▶ Public services and information are increasingly offered online.

▶ Everyone should be able to access, read and understand them via websites or apps.

▶ Official e-signatures should be possible for everyone.

▶ It should be easy to see which sites and apps are accessible, and to complain about those that are not!

...to use a computer for work, shopping or banking

▶ Everyone needs access to digital services in their everyday lives, for work or for leisure.

▶ Computers and operating systems must be accessible by everyone.

▶ Common accessibility requirements for many products and services, from checking your bank account to buying concert tickets, will make life easier for persons with disabilities.

...specialised equipment and services to access the net

▶ Telecom operators must provide equivalent services to users with disabilities.

▶ Persons with disabilities must have affordable access to specialised kit to use these services.

...to access the emergency services

▶ Anyone may need to contact the emergency services at some time or other – but not everyone is able to call.

▶ Other options such as real time text, SMS or emergency applications should be available.

...to have subtitles to follow my favourite series

▶ People want to watch their favourite series on TV and video-on-demand (VOD) – but not everyone can hear or see them.

▶ Services such as subtitles for people with a hearing impairment or audio descriptions for those with impaired vision should be made more and more available for TV and VOD viewers.

▶ You should be able to know whom to contact about the accessibility options you have, and complain if there are none!

...a wider choice of reading

▶ People who are blind, visually impaired or who have reading difficulties such as dyslexia should be able to read as widely as everyone else.

▶ Books, including e-books, and other print works are increasingly available in formats adapted to their needs.