

International Telecommunication Union

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

F.791

(11/2015)

SERIES F: NON-TELEPHONE TELECOMMUNICATION
SERVICES

Audiovisual services

Accessibility terms and definitions

Recommendation ITU-T F.791

ITU-T

TELEGRAPH SERVICE

Operating methods for the international public telegram service	F.1–F.19
The gentex network	F.20–F.29
Message switching	F.30–F.39
The international telemessage service	F.40–F.58
The international telex service	F.59–F.89
Statistics and publications on international telegraph services	F.90–F.99
Scheduled and leased communication services	F.100–F.104
Phototelegraph service	F.105–F.109
MOBILE SERVICE	
Mobile services and multideestination satellite services	F.110–F.159
TELEMATIC SERVICES	
Public facsimile service	F.160–F.199
Teletex service	F.200–F.299
Videotex service	F.300–F.349
General provisions for telematic services	F.350–F.399
MESSAGE HANDLING SERVICES	F.400–F.499
DIRECTORY SERVICES	F.500–F.549
DOCUMENT COMMUNICATION	
Document communication	F.550–F.579
Programming communication interfaces	F.580–F.599
DATA TRANSMISSION SERVICES	F.600–F.699
AUDIOVISUAL SERVICES	F.700–F.799
ISDN SERVICES	F.800–F.849
UNIVERSAL PERSONAL TELECOMMUNICATION	F.850–F.899
HUMAN FACTORS	F.900–F.999

For further details, please refer to the list of ITU-T Recommendations.

Recommendation ITU-T F.791

Accessibility terms and definitions

Summary

Recommendation ITU-T F.791 defines words describing accessibility, disability, and technical terms to be used for improving the writing in relation to standardization, and to facilitate accurately the needs and the mainstreaming of accessibility in standards that will include persons with disabilities (PWDs), older persons with age related disabilities and persons with specific needs. See WTDC Res. 58, WTDC AD and ITU-T F.790, listed in the Bibliography.

With the advent of the United Nations Convention on the Rights of Persons with Disabilities (see UNCRPD in the Bibliography) its passage in 2006, and its ratification by numerous countries, many new terms and definitions were created. Some of these terms and definitions were created at the behest of PWDs themselves to eradicate terms that were demeaning, insulting, and inaccurate.

Standard writers are able to mainstream accessibility features into standards, as well as to write specific standards for accessibility. To design products and services successfully, there needs to be a common language. This document is intended to give definitions so that it will make it easier for industries to implement these accessibility features and accessibility standards if everyone is using the same language and vocabulary. It is also important that governments, government agencies, non-government organizations (NGOs), the UN, and its respective agencies be "normalized" in mainstream everyday language.

The UN Convention on the Rights of Persons with Disabilities (UNCRPD), article 9, made clear the need to include PWDs, older persons with age related disabilities, and persons with specific needs by mainstreaming them into all aspects of modern life. This can only be done by including them in the design of modern technology and information and communication technologies (ICTs) using universal design as defined in the UNCRPD and using a common language and vocabulary.

History

Edition	Recommendation	Approval	Study Group	Unique ID*
1.0	ITU-T F.791	2015-11-29	16	11.1002/1000/12624

Keywords

Closed Captioning, Open Captioning, Persons with Disabilities, Persons with Specific Needs, UNCRPD, Universal Design and other keywords defined within.

* To access the Recommendation, type the URL <http://handle.itu.int/> in the address field of your web browser, followed by the Recommendation's unique ID. For example, <http://handle.itu.int/11.1002/1000/111830-en>.

FOREWORD

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

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

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

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

NOTE

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

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

INTELLECTUAL PROPERTY RIGHTS

ITU draws attention to the possibility that the practice or implementation of this Recommendation may involve the use of a claimed Intellectual Property Right. ITU takes no position concerning the evidence, validity or applicability of claimed Intellectual Property Rights, whether asserted by ITU members or others outside of the Recommendation development process.

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

© ITU 2016

All rights reserved. No part of this publication may be reproduced, by any means whatsoever, without the prior written permission of ITU.

Table of Contents

		Page
1	Scope.....	1
2	References.....	1
3	Terms and definitions	1
4	Abbreviations and acronyms	4
5	Conventions	4
6	Terminology	4
6.1	Access service or accessibility service	4
6.2	Accessibility	5
6.3	Accessibility content	5
6.4	Accessibility feature	5
6.5	Assistive listening devices (ALDs)	5
6.6	Assistive listening system (ALS)	5
6.7	Assistive technology (AT).....	6
6.8	Audio and spoken subtitles.....	6
6.9	Audio captions/captioning.....	6
6.10	Audio description	6
6.11	Captions/captioning.....	6
6.12	Clean audio	7
6.13	Closed/open accessibility services	7
6.14	Design for all (deprecated)	7
6.15	Disability	7
6.16	Human factors or ergonomics	7
6.17	Impairment	8
6.18	Inclusive design	8
6.19	Interface accessibility	9
6.20	Keyboard emulator	9
6.21	Lip-reading and lip-reading interpretation	9
6.22	Lip speaking or oral interpreters.....	9
6.23	Mainstreaming.....	9
6.24	Persons with age related disabilities.....	9
6.25	Persons with disabilities (PWD).....	10
6.26	Persons with specific needs	10
6.27	Pixelation.....	10
6.28	Platform accessibility features.....	10
6.29	Profile settings	10
6.30	Real time.....	10

	Page
6.31 Relay service	11
6.32 Remote participation	11
6.33 Respeaking	12
6.34 Screen magnification software	12
6.35 Screen reader software	12
6.36 Sign language	12
6.37 Sign language interpretation.....	12
6.38 Special needs	13
6.39 Specific needs	13
6.40 Subtitles	13
6.41 Supplementary audio services	14
6.42 Universal design	14
Appendix I – Deprecated terminology	15
Bibliography.....	16

Recommendation ITU-T F.791

Accessibility terms and definitions

1 Scope

This Recommendation contains a list of currently used terminology to describe accessibility and terms that standard writers need when writing and designing international standards. It is necessary to standardize and define a recognized list of the terms already used and in existing ITU Recommendations and Resolutions, along with those in the UN Convention on the Rights of Persons with Disabilities (UNCRPD). Without such a list, there could be confusion not only on the part of standard writers and implementers, but also by the public at large. It is also important to eliminate terminology that is no longer used, offensive, and demeaning to persons with disabilities (PWD) and others.

The terminology in this Recommendation is for use in international work when English is used to refer to telecommunication/ICT accessibility matters. This Recommendation is also applicable to everyday life and all usages, including web design and other writings, as well as ICT, telecommunications, and broadcasting standardization. It should also be mainstreamed into future policy, regulatory, and academic documents as to be consistent with global compatibility and understanding. In the future, work that is yet to be created, written, or approved may have new terms that can be later added as appropriate by consensus in a revision.

2 References

This Recommendation does not make normative reference to any other ITU-T Recommendations or other references. See the bibliography for a list of non-normative references used in this Recommendation.

3 Terms and definitions

It is recommended that the following terms and definitions be used within the context of accessibility to audiovisual media.

3.1 access service or accessibility service: Provision of features intended to make primary audiovisual content accessible to users with specific needs, preferences, or in specific environmental contexts.

3.2 accessibility: The degree to which a product, device, service, or environment (virtual or real) is available to as many people as possible.

3.3 accessibility content: The accessibility of the content delivered by an audiovisual media solution, i.e., captions, subtitles, audio description, audio subtitles, etc., and differentiated from the solution's interface accessibility. Access services are a primary means of delivering content so that it will be accessible to PWDs as well as persons with specific needs.

3.4 accessibility feature: An additional content component that is intended to assist people hindered in their ability to perceive an aspect of the main content.

3.5 assistive listening devices (ALD): These devices enable persons who are hard of hearing to hear sounds on an improved basis.

3.6 assistive listening system (ALS): These are assistive technology (AT) systems utilizing electromagnetic, radio or light waves, or a combination of the two, enabling transmission of the acoustic signal from the sound source (a loudspeaker or a person talking) directly to the hard of hearing person's ALD.

3.7 assistive technology (AT): Is an umbrella term that includes assistive, adaptive, and rehabilitative devices used by a person with disabilities to prevent, compensate, relieve, or neutralize any resulting impairment.

3.8 audio and spoken subtitles: Subtitle text is rendered into speech by a human voice artist or a synthetic voice with a text to speech software programme.

3.9 audio captions/captioning: Are captions that are read aloud and reflected as speech. Audio captioning may also be called "audio subtitles" or "spoken subtitles" in the case of foreign language dialogue. It can also be used to designate the audio content of an audiovisual work or sequence in any language along with action. It is read aloud by a human or a specific apparatus that converts the text into speech.

3.10 audio description: Is an additional audio track to aid persons with visual impairments who cannot follow the visual content. It is also known as "video description", "visual description", and "described video".

3.11 captions/captioning: Captions are a real-time transcription of spoken words, sound effects, relevant musical cues, and other relevant audio information in live or pre-recorded events. They can be open, not adjustable by the user, or closed where they can be turned on and off by the users at will. See clause 3.13 for further explanation of open and closed accessible services.

3.12 clean audio: This is an enhanced audio signal by means of signal processing, with improved intelligibility of the dialogue with respect to ambient noise, background noise, music, etc. This can also apply to the quality of the audio used for audio captioning (see clause 3.9), audio description (see clause 3.10), and subtitles (see clause 3.40).

3.13 closed/open accessibility services: All accessibility services –audio description, audio subtitling, captioning, and sign language – may have the possibility of being elective by the end user. If this is the case, it is closed. If cannot be selected, or turned off, by the user it is an open service, i.e., open caption.

3.14 design for all: The design of mainstream products and/or services that are accessible to, and usable by all persons, especially including persons with disabilities (PWD), and persons who were born with specific needs.

3.15 disability: Any restriction or inability to perform a function or activity in the manner or the range considered average or accepted functionality, resulting from an impairment or reduction of ability, which can either be permanent or temporary.

3.16 human factors or ergonomics: This term deals with usability and proper interaction between persons for products and devices; services, systems; and environments, both real and virtual.

3.17 impairment: Any loss or abnormality of psychological, physiological, or anatomical structure or function.

3.18 inclusive design: This term is usually used as a synonym to universal design. The use of the term "inclusive design" is deprecated.

3.19 interface accessibility: The accessibility of the set of provisions that allow a user to operate and control audiovisual media solutions.

3.20 keyboard emulator: Hardware/software input device that emulates the key press outputs of an alphanumeric keyboard.

3.21 lip-reading and lip-reading interpretation: A form of communication and interpretation used by persons who are hard of hearing, or persons who are deaf who may or may not use sign language.

3.22 lip speaking or oral interpreters: The technique of interpretation for persons who are deaf and hard of hearing, where a trained interpreter speaks silently the dialogue in the audio visual content