

<b>(a) Electronic communications services, including emergency communications referred to in Article 109(2) of Directive (EU) 2018/1972:</b>		<b>Addressed by Requirements</b>	<b>New Issues created</b>
	(i)	providing real time text in addition to voice communication;	
	(ii)	providing total conversation where video is provided in addition to voice communication;	
	(iii)	ensuring that emergency communications using voice, text (including real time text) is synchronised and where video is provided is also synchronised as total conversation and is transmitted by the electronic communications service providers to the most appropriate PSAP.	
<b>(b) Services providing access to audiovisual media services:</b>			
	(i)	providing electronic programme guides (EPGs) which are perceivable, operable, understandable and robust and provide information about the availability of accessibility;	
	(ii)	ensuring that the accessibility components (access services) of the audiovisual media services such as subtitles for the deaf and hard of hearing, audio description, spoken subtitles and sign language interpretation are fully transmitted with adequate quality for accurate display, and synchronised with sound and video, while allowing for user control of their display and use.	
<b>(c) Air, bus, rail and waterborne passenger transport services except for urban and suburban transport services and regional transport services:</b>			
	(i)	ensuring the provision of information on the accessibility of vehicles, the surrounding infrastructure and the built environment and on assistance for persons with disabilities;	
	(ii)	ensuring the provision of information about smart ticketing (electronic reservation, booking of tickets, etc.), real-time travel information (timetables, information about traffic disruptions, connecting services, onwards travel with other transport modes, etc.), and additional service information (e.g. staffing of stations, lifts that are out of order or services that are temporarily unavailable).	
<b>(d) Urban and suburban transport services and regional transport services:</b>			
	(i)	ensuring the accessibility of self-service terminals used in the provision of the service in accordance with Section I of this Annex.	
<b>(e) Consumer banking services:</b>			
	(i)	providing identification methods, electronic signatures, security, and payment services which are perceivable, operable, understandable and robust;	
	(ii)	ensuring that the information is understandable, without exceeding a level of complexity superior to level B2 (upper intermediate) of the Council of Europe's Common European Framework of Reference for Languages.	
<b>(g) E-Commerce services:</b>			
	(i)	providing the information concerning accessibility of the products and services being sold when this information is provided by the responsible economic operator;	
	(ii)	ensuring the accessibility of the functionality for identification, security and payment when delivered as part of a service instead of a product by making it perceivable, operable, understandable and robust;	
	(iii)	providing identification methods, electronic signatures, and payment services which are perceivable, operable, understandable and robust.	