

Resolution No. 667, of May 30

Approves the General Regulation on
Accessibility in Telecommunications
Services of collective interest

THE BOARD OF DIRECTORS OF THE AGÊNCIA NACIONAL DE TELECOMUNICAÇÕES, in the use of the powers conferred on it by [art. 22 of Law 9.472, of July 16, 1997](#), and [art. 35](#) of the Regulation of the Agência Nacional de Telecomunicações, approved by Decree No. 2,338, of October 7, 1997,

CONSIDERING the provisions of [Decree nº 5,296, of December 2, 2004](#), published in the Official Gazette of the Union of December 3, 2004;

CONSIDERING the provisions of [Decree nº 5,626, of December 22, 2005](#), published in the Official Gazette of the Union of December 23, 2005;

CONSIDERING the provisions of [Legislative Decree nº 186, of July 9, 2008](#), published in the Official Gazette of the Union of July 10, 2008, which approved the text of the Convention on the Rights of Persons with Disabilities and its Optional Protocol;

CONSIDERING the provisions of [Decree nº 6.949, of August 25, 2009](#), published in the Official Gazette of the Union on August 26, 2009, which promulgated the International Convention on the Rights of Persons with Disabilities and its Optional Protocol;

CONSIDERING the provisions of [Law nº 13,146, of July 6, 2015](#), published in the Official Gazette of the Union of July 7, 2015, which establishes the Brazilian Law on the Inclusion of Persons with Disabilities;

CONSIDERING the contributions received as a result of Public Consultation no. 18, of August 3, 2015, published in the Official Gazette of the Union of August 18, 2015;

CONSIDERING what appears in the records of [Process nº 53500.002203/2014-70](#);

CONSIDERING the deliberation taken at its Meeting No. 800, held on May 19, 2015,

R E S O L V E S:

Art. 1 Approve the General Telecommunications Accessibility Regulation - RGA, in the form of [Annex I](#) to this Resolution.

Art. 2 The RGA comes into force on the date of publication of this Resolution.

Paragraph 1 The obligations contained in the Regulation will be fully enforceable upon its entry into force, with the exception:

I - Within a period of 12 (twelve) months, the provisions of:

- a) Title II - [art. 8](#);
- b) Title III - [art. 9](#); and,
- c) Title IV.

Paragraph 1 The obligations contained in the Regulation will be fully enforceable upon its entry into force, except: [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

I - Within a period of 12 (twelve) months, the provisions of: [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

a) Title II - [art. 8, item III](#); and, [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

b) Title III - [art. 9. \(Wording given by Resolution No. 677, of May 30, 2017\)](#)

II - Within a period of 18 (eighteen) months, the provisions of: [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

a) Title II - [art. 8, items I, II, IV, V and VI](#); and, [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

b) Title IV. [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

Art. 3 Approving, in the form of Annex II to this Resolution, the revocations provided for therein.

Paragraph 1 Annex II comes into force within 12 (twelve) months, counting from the publication of this Resolution.

Paragraph 1 Annex II comes into force within 18 (eighteen) months, counting from the publication of this Resolution. [\(Wording given by Resolution No. 677, of May 30, 2017\)](#)

Paragraph 2 In case of conflict between the provisions in force in the Regulation mentioned in art. 1 and the regulatory provisions listed or not in Annex II, those that are more favorable to people with disabilities prevail.

Paragraph 3 The revocation of the rules that convey accessibility obligations in force is subject to the beginning of the corresponding obligations provided for in this Resolution.

Art. 4 This Resolution comes into force on the date of its publication.

JOÃO BATISTA DE REZENDE

Board Chairman

ANNEX I

**GENERAL REGULATION ON ACCESSIBILITY IN
TELECOMMUNICATIONS**

TITLE I

GENERAL PROVISIONS

CHAPTER I

SCOPE AND OBJECTIVE

Art. 1 This Regulation aims to establish rules to enable people with disabilities to enjoy telecommunications services and the use of telecommunications equipment on equal opportunities with other people, by removing barriers to communication and information.

Paragraph 1 The application of the rules contained in this Regulation does not exclude the impact of the Convention on the Rights of Persons with Disabilities, under the terms of [Legislative Decree nº 186/2008](#) and of [Decree nº 6,949/2009](#) ; of the Consumer Protection and Defense Code - [Law nº 8078/1990](#) ; of the Brazilian Law on the Inclusion of Persons with Disabilities (Statute of Persons with Disabilities) - [Law nº 13,146/2015](#) ; of [Decree nº 5,296/2004](#) , which establishes general standards and basic criteria for promoting accessibility for people with disabilities or reduced mobility; of [Decree nº 5,626/2005](#) , which provides for the Brazilian Sign Language - Libras; and the rules that may replace them, rules complementary to the rights provided for in legislation and other regulations issued by the competent administrative authorities.

Paragraph 2 The provisions of this regulation are applicable to providers of telecommunications services of collective interest.

Paragraph 3 In the event of simultaneous competition between rules, the rule that most expands the rights of people with disabilities should prevail.

CHAPTER II

DEFINITIONS

Art. 2 For the purposes of this Regulation, in addition to the definitions contained in the regulations applicable to telecommunications services, the following definitions are adopted:

I - Accessibility: the possibility and condition of being able to safely and autonomously use spaces, furniture, urban equipment, buildings, transport, information and communication, including their systems and technologies, as well as other services and facilities open to the public, for public or private use, both in urban and rural areas, by people with disabilities or reduced mobility;

II - Specialized service: Act of providing assistance to a person with a disability in an understandable manner, carried out in person or remotely, in accordance with the definitions of the General Regulation on Rights of Consumer of Telecommunications Services RGC, using assistive technology, as well as other means that guarantee perfect interaction between the user and the provider.

III - Audio description: is the narration, in Portuguese, integrated with the original sound of the audiovisual work, containing descriptions of sounds and visual elements and any additional information that is relevant to enable better understanding by people with visual and intellectual disabilities.

IV - Communication and information barriers: any obstacle, attitude or behavior that makes it difficult or impossible to express or receive messages and information through communication and information technology systems;

V - Communication Intermediation Center – CIC: center responsible for intermediating communication between people with hearing impairment and between them and other users of the Fixed Switched Telephone Service – FSTS, and the Personal Mobile Service – PMS;

VI - Universal design: conception of products, environments, programs and services to be used by all people, without the need for adaptation or specific design, including assistive technology resources;

VII - Libras Window: delimited space in the video where information is interpreted in Brazilian Sign Language;

VIII - Closed captioning: text that appears optionally on the screen and corresponds to the transcription, in Portuguese, of dialogues, sound effects, environmental sounds and other information that depends on hearing to be understood;

IX - Brazilian Sign Language - Libras: A language of a visual-spatial nature, with its own grammatical structure, which constitutes the linguistic system of deaf communities in Brazil;

X - Menus with audiolocution - insertion of voiceover, in Portuguese, that allows the user to hear the text of menus and other interactive resources as they are selected;

XI - Person with disability: is someone who has a long-term impairment of a physical, mental, intellectual or sensory nature, which, in interaction with one or more barriers, may obstruct their full and effective participation in society on equal terms with other people;

XII - Assistive Technology or technical aid: products, equipment, devices, resources, methodologies, strategies, practices and services that aim to promote functionality, related to the activity and participation of people with disabilities or reduced mobility, aiming at their autonomy, independence, quality of life and social inclusion;

XIII - Terminal adapted for people with disabilities: terminal with accessibility features that enable communication between people with disabilities and between them and other users of telecommunications services;

XIV - Set Top Box: equipment or set of equipment and devices necessary to receive and decode signals from the Provider, convert them to a standard compatible with the Subscriber's Terminal Device and transmit signals to the Provider's equipment and systems, where applicable.

XV - Video calls: real-time audio and video chat applications used on the Internet; and,

XVI - Webchat: real-time conversation apps, using text, used on the internet.

Sole paragraph. For the purposes of this regulation, the term hearing impairment also includes speech impairment.

TITLE II FUNDAMENTAL PRINCIPLES CHAPTER I

RIGHTS AND DUTIES OF PERSONS WITH DISABILITIES AND THE OBLIGATIONS OF THE PROVIDER

Art. 3 Accessibility is a fundamental right and must enable people with disabilities to enjoy telecommunications services and equipment independently, in all aspects, by removing barriers to communication and information.

Art. 4 All people with disabilities have the right to enjoy telecommunications services and use telecommunications equipment on an equal basis with other people.

Art. 5 People with disabilities have the right to priority care, through individualized services that ensure adequate treatment, with the provision of accessible information and communication resources.

Sole paragraph. It is equivalent to a person with a disability, for the purposes of priority service, their companion or personal attendant.

Art. 6 People with disabilities have the right to the installation of individual access by FSTS providers, local modality, in locations where the service is available, with the user being responsible for providing equipment suitable for using the FSTS.

Art. 7 People with disabilities must observe the duties set out in the General Regulation on Rights of Consumer of Telecommunications Services.

Art. 8 Without prejudice to the provisions of applicable legislation, Providers that do not qualify as Small Providers have the obligation to:

I - provide visually impaired subscribers with the option of receiving, among other things, a copy of the service contract, the service plan, the offer, the permanence contract and the billing document in Braille, with enlarged fonts or another accessible electronic format, upon request;

II - make information about services available in an accessible format on their website and in all service channels;

III - offer service plans for people with hearing impairment, ensuring that only services appropriate to the type of hearing impairment are charged;

IV - make available on the internet remote service channel interaction mechanisms via electronic messaging, webchat and video call by qualified professionals to assist people with disabilities;

V - have specialized service that enables better communication for people with hearing impairments in the Service Sector at the Establishment; and,

VI - ensure the accessibility of their website, providing full access to information.

TITLE III
ACCESSIBILITY AT TERMINALS
CHAPTER I
ACCESSIBILITY IN TELECOMMUNICATIONS TERMINALS

Art. 9 Providers of telecommunications services that do not qualify as Small Providers must disclose the functionalities, facilities or assistive technologies, aimed at different types of disabilities, contained in the telecommunications terminals that appear in their commercial offers.

Paragraph 1 For the purposes of the provisions of the **caput**, the following will be considered as facilities, functionalities or assistive technologies, among others:

I - accessibility features aimed at people with hearing impairments: messaging options, visual or vibrating alerts, adjustable volume control, visual or tactile indicators for the keyboard, multimedia messaging, mono audio, video calling, video conferencing, and subtitles;

II - accessibility features for people with visual impairments: screen reader, tactile markers, sound or tactile feedback, audio description, menu with audiolocation, feedback from touchscreen speech synthesizers, sound signals, font size adjustment, brightness and contrast adjustment control, changing the size of the main screen, backlit display, text-to-speech converter, scanner and optical character recognition and screen magnifier;

III - accessibility features aimed at people with motor disabilities: voice recognition, autotext, applications that stabilize the camera image, functionality that allows answering the phone with any key, answer by speakerphone, design of the cell phone that makes it unnecessary to slide or open it in order to use it, cell phone with a flat bottom so that it can be rested on a table - without having to hold it, ergonomic shape and use of non-slip materials; and

IV - accessibility features for people with cognitive disabilities: text prediction, voice recognition, text-to-speech converter, address book with audio alert, larger screens and formatting options, clear and easy-to-understand instruction manuals, menus with simple icons that make navigation easier, enough time for users to enter the information they want, ability to associate photos with phone numbers, option to choose an audible alert, visual or vibrating alert to let the user know that they are receiving a call, high-resolution display to make the screen easy to read, ability to store emergency contact details, provision of audio, visual and/or tactile feedback after pressing the keypad, pre-recorded voice commands for commonly used functions, predictive help menus and keyboard shortcuts to make each step quick and efficient.

Paragraph 2 The disclosure provided for in the **caput** must be carried out in remote service and in-establishment service, through an instrument that allows people with disabilities to learn about the variety of telecommunications terminal options with accessibility features, identifying existing facilities, functionalities or assistive technologies to assist in choosing the terminal suited to the consumer's individual needs.

CHAPTER II

ACCESSIBILITY ON THE FSTS PUBLIC USE TELEPHONE (PUT)

Art. 10. FSTS public use telephones (PUT) adapted for people with disabilities must comply with the corresponding standards of the Brazilian Association of Technical Standards, as well as the requirements defined in specific regulations.

Paragraph 1 All PUTs must be adapted for people with visual impairments.

Paragraph 2 PUT payment methods must consider the principle of Universal Design.

Art. 11. A person with a disability has the right to request an adapted PUT, directly or through someone representing them, according to their needs, indicating the desired installation location, which service must be provided within the deadline and manner defined in the General Target Plan for Universalization of the Switched Fixed Telephone Service provided under the current Public Regime, and in compliance with the criteria established in specific regulations. (Amended by [Resolution No. 754, of August 12, 2022](#))

Paragraph 1 The legal guardian of places with high public circulation, such as airports, bus stations, shopping centers, schools, among others, may also request the installation of an adapted PUT.

Paragraph 2 The request to install a PUT adapted for people with disabilities must be accompanied, where applicable, by the consent of the legal guardian of the location indicated for the installation.

Art. 12. The list of PUTs adapted for people with disabilities must be available on the websites of FSTS concessionaires, identified by type of disability.

Art. 13. The provider may incorporate functionalities into PUTs adapted for people with disabilities, such as video calls, sending and receiving messages, internet access directly through the terminal or through a wireless connection, subject to technological advances.

Title III - [\(Included by Resolution No. 692, of April 12, 2018\)](#)
ACCESSIBILITY IN SET TOP BOX [\(Included by Resolution No. 692, of April 12, 2018\)](#)

Art. 13-A. People with disabilities have the right to the Set Top Box, which allows the use of accessibility resources in the SeAC, in all its analog and digital signal outputs, whenever requested by the subscriber, regardless of the Service Plan and without additional charge. [\(Included by Resolution No. 692, of April 12, 2018\)](#)

Paragraph 1 When distributing the signal, it is prohibited to exclude any type of accessibility features in the SeAC that were included in the original programming. [\(Included by Resolution No. 692, of April 12, 2018\)](#)

Paragraph 2 For the purposes of the provisions of the caput, closed captioning, audio description, the Libra window, and menus with audio locution, among other resources, are considered accessibility resources in the SeAC. [\(Included by Resolution No. 692, of April 12, 2018\)](#)

Paragraph 3. In case of proven technical unfeasibility, compliance with paragraph 1 may be waived, in a specific manner and for a determined period, for each accessibility resource. [\(Included by Resolution No. 692, of April 12, 2018\)](#)

Paragraph 4. The provider is obliged to offer the replacement of the user-owned Set Top Box, whether it was purchased on the provider's network or not, as well as guaranteeing the full functionality of all accessibility features, according to the same criteria as initially contracted. [\(Included by Resolution No. 692, of April 12, 2018\)](#)

TITLE IV

COMMUNICATION INTERMEDIATION CENTER TO BE USED BY PEOPLE WITH HEARING IMPAIRMENT – CIC

CHAPTER I

GENERAL CONDITIONS

Art. 14. Providers of the Personal Mobile Service and Fixed Switched Telephone Service must provide full-time access to the Communication Intermediation Center (CIC) for people with hearing impairment.

Paragraph 1 The CIC must allow intermediation by video and messaging, keeping up with technological developments on the market.

Paragraph 2 The CIC should not be confused with the Telephone Service Center and must have a different access code.

Paragraph 3 The obligation set out in the **caput** does not apply to small providers, as defined in the regulations. ([Wording given by Resolution No. 752, of June 22, 2022](#))

Art. 15. Providers can make the CIC available on a shared basis, contract solutions available on the market, as well as seek partnerships with Libras Interpretation Centers.

Sole paragraph. The provider may hire third-party resources to operate the CIC, being, for all purposes, solely responsible for fully complying with regulatory provisions.

Art. 16. The existence, access code and functionality of the CIC must be disclosed clearly and in an accessible format.

Paragraph 1 The publicity of the service offered by CIC must be available in an accessible format on the provider's website, with easy access and in all its personal service locations.

Paragraph 2 Access to the CIC and the intermediation it provides are free of charge, but charges may be levied for the telecommunications services that support it, in accordance with specific regulations.

Paragraph 3 Intermediation through CIC must be possible regardless of the location of the source user and the destination user.

Art. 17. The obligation to mediate communication using the CIC requires the user to use a terminal that contains functionality, facilities or assistive technologies for people with disabilities.

CHAPTER II

CHARACTERISTICS OF ATTENDANTS

Art. 18. The attendant must have the necessary qualifications to perform the function of intermediating telephone communication between people with disabilities and other users of telecommunications services, with the duty of, in particular:

I - being accurate, impartial and specifically trained to assist and mediate communication between people with hearing impairments and other users of the Fixed Switched Telephone Service and the Personal Mobile Service; and

II - having typing skills and fluency in Brazilian Sign Language – Libras, to be proven by presenting the respective certificates, mastery of the Portuguese language, spelling and knowledge of expressions used by deaf people.

CHAPTER III

QUALITY CRITERIA AND SERVICE CHARACTERISTICS

Art. 19. The corresponding Quality Management Regulation (QMR) applies to the telecommunications service that supports CIC, as far as it is compatible.

Art. 20. The provider's duties when providing services through the CIC are, among others:

I - making the call to the requested telecommunications terminal, in accordance with the user's instructions;

II - waiting for the signal that authorizes the sending of the message, whether by text or video from the originating user, to forward it to the target user and vice versa;

III - informing the user, as long as he/she accepts the explanation, of the operation of the CIC before intermediating the communication;

IV - transmitting the content of the text, image or video message in Libras from the hearing impaired user, through voice, in an understandable way, to the target user;

V - transmitting the content of the originating user's voice message through text, image or video in Libras, in an understandable way, for the user with hearing impairment;

VI - transmitting the content of the text, image or video message in Libras from the hearing-impaired user, in an understandable way, to another hearing-impaired user;

VII - ensuring the inviolability, secrecy, completeness and literality of messages, without issuing a personal or corporate opinion on the matters being discussed by CIC users; and,

VIII - if communication with the target user is unfeasible, informing the originating user about the unfeasibility of communication with the target user as follows:

- a) via text, image or video message in Libras when the person is hearing impaired; and,
- b) via voice message to other people.

Art. 21. The provider is prohibited from:

- I - disclosing the mediated conversation, except in cases where confidentiality is suspended;
- II - intervening in the conversation or changing its meaning; and,
- III - refusing sequential calls or limiting call times.

Art. 22. After the intermediation between users of the service offered by CIC has ended, there must be no record of the content of the intermediated messages.

Paragraph 1 The provider must make available the technological resources and facilities necessary for the suspension of telecommunications secrecy, as determined by a judicial authority or legally invested with such powers, and maintain permanent control of all cases, monitoring the effectiveness of these determinations and ensuring that they are complied within the strict limits authorized.

Paragraph 2 Records of contacts originating from and intended for the CIC must be kept, including at least the following information for each call:

- I - access code contacted;
- II - date and time (hour, minute and second) of the start of the contact; and,
- III - duration of the contact (hour, minute and second).

Art. 23. The provider is allowed to automate the service as long as communication is understood and the provisions set out in this Regulation are observed.

CHAPTER IV

EQUIPMENT

Art. 24. The equipment used in CIC intermediation must guarantee fidelity, secrecy, confidentiality and completeness of messages and must communicate with any telecommunications terminal, including a terminal adapted for people with disabilities.

TITLE V

SANCTIONS

Art. 25. Non-compliance with the provisions contained in this Regulation subjects the provider to sanctions, in accordance with legislation and regulations.

TITLE VI

FINAL AND TRANSITIONAL PROVISIONS

Art. 26. The provisions of Chapter II of Title III are applicable only to concessionaires of the Fixed Switched Telephone Service.

Art. 27. In order to monitor the implementation of the provisions of this Regulation, a Regulation Implementation Group will be set up, composed of Anatel and the Providers covered by its provisions, including Small Providers, or the entities that represent them, with the participation of a representative of the National Council for the Rights of Persons with Disabilities.

Art. 28. The Implementation Group will be coordinated by the Planning and Regulation Superintendence (PRS), with the participation of the Superintendence of Consumer Relations (SCR), of Inspection (SI) and of Obligations Control (SOC).

Art. 29. The members of the Group will be appointed at the installation meeting, which will take place within 20 (twenty) days of the publication of these Regulations.

Art. 30. Conflicts within the Group will be decided by Anatel representatives.

Art. 31. The Group's responsibilities include, among others:

I - monitoring the implementation of the provisions of these Regulations, conducting the process with a view to observing best practices, applying knowledge, skills and techniques so that the rules are implemented effectively, efficiently and with quality; and

II - coordinating, guiding and evaluating the methodology for implementing the devices and, where appropriate, determining their implementation in a standardized manner by the Providers.

Sole paragraph. The Group's final work will result in an operational manual of the procedures defined by it, to be observed in Anatel's inspection procedures.

Art. 32. Anatel will publish a comparative classification between providers, according to the accessibility actions they promote, according to a performance index to be defined by the Agency, aiming to improve service for users of telecommunications services with disabilities.

ANNEX II

REVOCATIONS

The following provisions are revoked:

- a) of the Fixed Switched Telephone Service Regulation, approved by Resolution No. 426/2005: item I of [art. 3](#) , [art. 16](#) and [art. 35](#);
- b) of the Multimedia Communication Service Regulation, approved by Resolution No. 614/2013: sole paragraph of [art. 47](#);
- c) of the Personal Mobile Service Regulation, approved by Resolution No. 477/2007: item XVIII of [art. 10](#) , [art. 67](#), **caput** and sole paragraph, and [art. 119](#);
- d) of the Universalization Obligations Regulation, approved by Resolution No. 598, of October 23, 2012: [art. 13](#), **caput** , paragraphs 1, 2, 3 and 4; [art. 14](#) and item II of [art. 60](#);
- e) of the Conditional Access Service Regulation (SeAC), approved by Resolution No. 581/2012: item II of [art. 73](#); and, [\(Revoked by Resolution No. 677, of May 30, 2017\)](#)
- f) the Regulation of the Telephone Communication Intermediation Center to be used by people with hearing or speech impairments – CIC, approved by [Resolution no. 509, of August 14, 2008](#).