



## 4.19. LU - Luxembourg<sup>239</sup>

### 4.19.1. Key findings

- The language of the statute obliges the national media regulatory authority, the Luxembourg Independent Media Authority (ALIA) (Autorité luxembourgeoise indépendante de l'audiovisuel) to encourage audiovisual media service providers to make their services progressively more accessible.
- Regulation applies without distinction to all audiovisual media service providers.
- ALIA reports that it is in the process of developing guidelines with more precise provisions to submit to service providers.
- Due to the limited audience size, and multiple languages spoken by those in Luxembourg, accessibility tends to be considered a disproportionate burden by some of the audiovisual media service providers targeting mainly the population of Luxembourg.

### 4.19.2. Legal framework: primary and secondary legislation

National legislation	Summary of the measures
<b>Article 7 (1) AVMSD</b>	
Article 35 2) point c) Law of 27 July 1991 on electronic media – ( <i>Loi du 27 juillet 1991 sur les medias électroniques</i> ) <sup>240</sup>	ALIA must encourage audiovisual media service providers to make their services continuously and progressively more accessible.
<b>Article 7 (2) AVMSD</b>	
Article 27quater 1) Law of 27 July 1991 on electronic media	Service providers must develop action plans to make their services more accessible.
<b>Article 7 (3) AVMSD</b>	

<sup>239</sup> The summary on Luxembourg incorporates feedback received from the Department of Media, Telecommunications and Digital Policy (Ministry of State) and the Luxembourg Independent Media Authority (ALIA) during the checking round with the national regulatory authorities.

<sup>240</sup> <https://www.legilux.public.lu/eli/etat/leg/loi/1991/07/27/n1/consolide/20220821>



Article 27quater 2) Law of 27 July 1991 on electronic media	Service providers must submit a report on the implementation of their action plans by 30 September 2022, and every three years subsequently to ALIA. ALIA will prepare and send a report for the EU Commission every three years beginning in December 2022.
<b>Article 7 (4) AVMSD</b>	
N/A	Not transposed.
<b>Article 7 (5) AVMSD</b>	
Article 27quater 3) Law of 27 July 1991 on electronic media	Public communications and announcements in natural disaster situations that are made available to the public will be provided in an accessible manner.

### 4.19.3. Overview of national rules

Types of accessibility measures	Brief overview of existing rules
Accessibility measures (hearing impairments)	No specific quotas or measures mentioned.
Accessibility measures (visual impairments)	No specific quotas or measures mentioned.
Accessibility measures developed by self- or co-regulatory process	Audiovisual media service providers must create action plans and submit them triennially.
Reporting to the NRA – frequency	Audiovisual media service providers must report on their action plans triennially.
Designated point of contact for information and complaint	In August 2023, ALIA was designated as the single point of contact for providing information and receiving complaints regarding accessibility.

### 4.19.4. Law in practice: selected examples<sup>241</sup>

Luxembourg has no public service broadcaster of its own. Nevertheless, CLT-UFA and the RTL Group are entrusted with a public service mission and Luxembourg has a public service radio, namely Radio 100,7.

The convention signed in this context between the state of the Grand-Duchy of Luxembourg and CLT-UFA and the RTL Group provides as follows in Article 1.2.(e).

*Aware of the importance of ensuring accessibility to public service television for people with disabilities, CLT-UFA is drawing up an action plan for the continuous and progressive improvement of accessibility. Communications and public announcements concerning natural disasters, as well as those relating to public health, made available to the public, are provided in a way that is accessible to people with disabilities.*

<sup>241</sup> Examples as provided by the national expert.



#### 4.19.4.1. Private broadcaster: RTL Télé Lëtzebuerg

The private broadcaster RTL Télé Lëtzebuerg has a webpage laying out its terms and conditions of use, but there are no provisions on accessibility. The live broadcast of the evening news programme is in Luxembourgish, and it is replayed with subtitles in French, but not Luxembourgish, limiting their usefulness to non-French-speaking members of the D/deaf and hard of hearing community.<sup>242</sup>

#### 4.19.4.2. VOD

The VOD provider Sooner Luxembourg specialises in art house and children's cinema. There is no information provided regarding accessibility.<sup>243</sup>

Other VOD providers such as RTL Luxembourg provide, for instance, subtitles for some of their programmes.

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<sup>242</sup> <https://privacy-center.rtl.lu/fr#terms>

<sup>243</sup> <https://sooner.lu/>