

Accessibility Statement for the IVR (Interactive Voice Response) service no. 800832832 in Compliance with EU Directive 2019/882

This Statement is accessible according to the WCAG 2.2 guidelines at level AA.

This Statement was **issued on** 22 September 2026.

The **most recent update** to this Statement was issued on 24 September 2026.

This Statement was published on the website <https://www.retelit.it/> on 25 September 2026.

Reports of any inconsistencies, suggestions for improvement, or issues can be submitted to the Company by completing the form available at <https://www.retelit.it/it/web-accessibility>.

Retelit Digital Services SpA is committed to making its IVR service no. 800832832 accessible, in compliance with EU Directive 2019/882, as transposed into Italian law by Legislative Decree 82/2022.

1. Compliance Status

This IVR service is partially compliant with the requirements of UNI EN 301 549, due to the non-compliance issues listed in section 2 below.

2. Non-accessible Content

The content listed below is not accessible as of the publication date of this Statement:

- *11.2.4.3 Focus Order.*
The navigation structure does not provide an explicit way for users to return to the previous menu level. In addition, replay functions are available but are not consistently communicated or made accessible throughout all service paths.
- *11.3.1.1 Language of Software.*
The service uses content in both Italian and German without providing an explicit and easily understandable initial language selection. As a result, users are not presented with a structured and consistent choice of the language used to navigate the service.
- *11.3.3.2 Labels or Instructions.*
Some menu options are accompanied by lengthy and insufficiently concise descriptions. Voice instructions and available functionalities are not presented in a consistent and uniform manner, making it more difficult for users to understand the purpose of the different options and the outcome associated with each selection.
- *12.2.2 Information on Accessibility and Compatibility Features.*
Although a privacy notice is available, the service does not provide dedicated information about accessibility features, compatibility with assistive technologies, or accessible alternative channels through which users can obtain assistance and information.

3. Correction of Non-Accessible Content

The remediation activities required to make accessible the elements that are not accessible as of the publication date of this Statement will be carried out throughout 2027.

4. Preparation of the Accessibility Statement

This Statement was drafted on 22 September 2026, following a technical evaluation of the IVR.

The assessment was carried out by an independent third-party organization.

5. Methods for Submitting Reports

Individuals may submit reports via the designated contact form on the website at <https://www.retelit.it/it/web-accessibility> to notify the Company of any difficulties, suggestions, or non-compliance.

In the event of an unsatisfactory response or no response from the Company within 30 (thirty) days of the notification or request, the individual may submit a report to AgID via certified email (PEC) at the following address: protocollo@pec.agid.gov.it

6. Website Information

- Manual usability tests have been conducted.
- This IVR service is managed using proprietary technology.

7. Corporate Structure Information

- As of the publication date of this Statement, Retelit Digital Services SpA has 31 employees with disabilities.
- There are no workstations for employees with disabilities available within the company.

Retelit Digital Services SpA