

Accessibility Statement for the IVR (Interactive Voice Response) service no. 4060 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. 4060 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 a consistent and predictable organisation of the available functions. The available services are presented as a collection of technical functions without a clear hierarchy of options, and users are not provided with explicit commands to replay information or retrace the menu structure.
- *11.3.1.1 Language of Software.*
The service does not provide an initial language selection and does not communicate in a structured manner the language used for voice messages and instructions.
- *11.3.3.2 Labels or Instructions.*
The service immediately communicates operational information, such as remaining credit and line status, without an introductory phase that allows users to understand the overall structure of the menu. Voice instructions are not organised in a clear and progressive sequence for presenting the available options.
- *12.2.2 Information on Accessibility and Compatibility Features.*
The service does not provide information about available accessibility features, compatibility with assistive technologies, or alternative channels through which users may obtain assistance and access 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