

Accessibility Statement for the IVR (Interactive Voice Response) service no. 02 89919549 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. 02 89919549 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 compliant with the requirements of UNI EN 301 549, as callers are immediately routed to a human operator.

2. Non-accessible content

As of the date of publication of this Statement, no non-compliance issues have been identified.

3. 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.

4. 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

5. Website Information

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

6. 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.