

Accessibility Statement for the IVR (Interactive Voice Response) service no. 02 87200983 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 87200983 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 service does not provide a clear and structured navigation sequence. The initial choice between the available options is not effectively managed, and users are routed to an operator without being able to follow a coherent path, replay information, or return to a previous level.
- *11.3.2.2 On Input.*
The initial selection offered by the service does not result in behaviour consistent with the instructions provided. The announced options are not effectively managed, and the call flow ultimately leads to a transfer to an operator, creating an unexpected change of context for users.
- *11.3.3.2 Labels or Instructions.*
The initial message contains multiple operational instructions presented in sequence, including references to customer codes and VAT registration numbers, without a clear enumeration of the available options and without sufficient guidance to help users understand how the service works and which actions are available.
- *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