

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** 17 July 2025.

The **most recent update** to this Statement was issued on 17 July 2025.

This Statement was published on the website <https://www.retelit.it/> on 21 July 2025.

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 is partially compliant with the requirements set out in Appendix A of the standard UNI EN 301549 and ISO/IEC 40500, due to the non-compliances listed in the following section 2.

2. Non-accessible Content

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

- *Success Criterion 2.2.1 Timing Adjustable.*
In some sections, the speed of the voice message is too fast to allow for easy comprehension. Furthermore, the system does not always provide a clear and immediate option to replay the message. This infringes the user's right to have control over the content and sufficient time to process the information.
- *Success Criterion 2.4.5 Multiple Ways.*
Navigation is cumbersome because an option to return to the previous menu is not always available, limiting the ways in which the user can navigate the menu structure.
- *Success Criterion 3.2.6 Consistent Help.*
The primary assistance mechanism, namely the option to speak with an operator, is not consistently and uniformly available across all menu branches.
- *Success Criterion 3.3.1 Error Identification.*
Upon incorrect input, the system does not specifically identify the error to the user, providing only generic messages.
- *Success Criterion 3.3.3 Error Suggestion.*
In the event of user input error, the IVR system does not provide specific suggestions on how to correct it (for example, by listing valid options).
- *Success Criterion 3.3.7 Redundant Entry.*
In certain scenarios, users are asked to provide information (such as the customer code) that could already be inferred by the system (for example, through caller ID), resulting in redundant input and increased processing time.
- *Success Criterion 3.3.8 Accessible Authentication (Minimum).*
IVR authentication pathways do not always provide a simple and immediate alternative for users encountering difficulties.

3. Correction of Non-Accessible Content

Remediation activities, aimed at making accessible those elements which, as of the date of publication of this Statement, are not yet accessible, will be carried out by the first half of 2026.

4. Preparation of the Accessibility Statement

This Statement was drafted on 17 July 2025, following an initial 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 32 employees with disabilities.
- There are no workstations for employees with disabilities available within the company.