

Konformitätserklärung zur Barrierefreiheit für

<https://mtel.at/>

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Dieses Dokument wurde von [AccessiWay](#) bereitgestellt, um den Anforderungen des European Accessibility Act (EAA) und des Barrierefreiheitsgesetzes (BaFG) zu entsprechen.

Jeder komplexere Abschnitt wird durch eine einfachere Erklärung eingeleitet.

Einleitung

Wir möchten, dass alle Menschen unseren <https://mtel.at/> gut nutzen können – auch Menschen mit Behinderungen. In dieser Erklärung zeigen wir, was wir tun, damit unser <https://mtel.at/> barrierefrei ist. Dabei halten wir uns an die Regeln des European Accessibility Act (EAA) und an die WCAG-Richtlinien.

MTEL Austria setzt sich für Inklusion und Barrierefreiheit ein. Unser Ziel ist es, dass alle Nutzer:innen – unabhängig von körperlichen oder technischen Einschränkungen – unsere Website, App und Selfcare Portal selbstständig und ohne Hindernisse nutzen können.

Diese Konformitätserklärung beschreibt die Funktionen von <https://mtel.at/>. Wir zeigen wie wir die Anforderungen der folgenden Gesetze und Normen erfüllen:

- European Accessibility Act,
- EN 301 549,
- Web Content Accessibility Guidelines (WCAG) 2.2
- Barrierefreiheitsgesetz (BaFG)

Wir überprüfen diese Erklärung regelmäßig, und versuchen immer, die Barrierefreiheit von <https://mtel.at/> weiter zu verbessern. Die Erklärung bezieht sich ausschließlich auf <https://mtel.at/>.

Überblick

<https://mtel.at/> ist ein Online-Shop, in dem Kund:innen Mobilfunk-, TV- und Glasfaser-Internet-Tarife sowie Geräte wie Smartphones oder Smartwatches bestellen können. Nutzer:innen vergleichen Tarife, lesen Produktbeschreibungen und Bewertungen, legen Wunschoptionen oder Hardware in den Warenkorb und schließen ihren Kauf oder Vertragswechsel sicher ab – sowohl auf der Website als auch in der App.

So nutzen Sie <https://mtel.at/> (Barrierefreiheit & Bedienung)

Wir bemühen uns, <https://mtel.at/> für alle einfach nutzbar zu machen. Hier finden Sie einen Überblick zur Bedienung, insbesondere bei Verwendung von Hilfstechnologien:

<https://mtel.at/> Bedienungsbeschreibung

Die Hauptnavigation befindet sich am oberen Rand jeder Seite und enthält Links zu den Bereichen „Tarife & Geräte“, „Internet“, „TV & Entertainment“, „Deals“, „MTEL Shops“, „Kundendienst“ und „Mein MTEL“. Die Navigation ist über die Tastatur bedienbar und visuell hervorgehoben. Eine Suchleiste steht im Kopfbereich jeder Seite zur Verfügung.

Auf unseren Produktseiten finden Sie den Titel, ein Produktbild, den Preis sowie eine detaillierte Beschreibung. Wichtige Informationen sind strukturiert mit Überschriften ausgezeichnet. Um ein Produkt zu bestellen, können Sie es in den Warenkorb legen und anschließend den Bestellprozess starten. Der Bestellvorgang führt Sie Schritt für Schritt durch Auswahl, Adresseingabe und Bezahlmethoden. Falls Sie noch kein Kundenkonto haben, können Sie dieses über ein Formular erstellen. Alle Formularfelder sind klar beschriftet und geben bei fehlerhaften Eingaben hilfreiche Hinweise aus.

Am Seitenende (Footer) finden Sie zusätzliche Links zu Kontakt, AGB, Datenschutz, Cookies, Barrierefreiheitserklärung und Impressum, sowie weiterführende Links zu den Websites aus der Telekom Serbien Gruppe.

Barrierefreie Funktionen von <https://mtel.at/>

Wir haben Funktionen integriert, um unterschiedliche Bedürfnisse unserer Nutzerinnen und Nutzer zu unterstützen. Viele davon entsprechen gängigen Barrierefreiheits-Standards (WCAG 2.1, Stufe AA). Die wichtigsten davon und ihre Bewertung finden Sie in dieser Erklärung.

Wenn Sie weitere Hilfe zur Nutzung von <https://mtel.at/> benötigen, besuchen Sie unseren [Kundendienst](#) oder Sie sich per E-Mail an web@mtel.at. Wir helfen gerne weiter.

Konformität mit den Barrierefreiheitsanforderungen (So erfüllen wir die Anforderungen)

Wir haben <https://mtel.at/> im Hinblick auf folgende Regelwerke geprüft: European Accessibility Act, Barrierefreiheitsgesetz (BaFG), EN 301 549 und WCAG 2.2. Dabei erfüllen wir folgende Prinzipien:

Wahrnehmbar

- Der Inhalt wird in einer Reihenfolge präsentiert, die der logischen und semantischen Struktur entspricht und es assistiven Technologien ermöglicht, ihn korrekt zu interpretieren.
- Anleitungen zum Verständnis und zur Bedienung von Inhalten stützen sich nicht ausschließlich auf sensorische Merkmale von Komponenten wie Form, Farbe, Größe, visuelle Position, Ausrichtung oder Klang.

Bedienbar

- Es gibt keine Tastaturfallen (eine freie Navigation in alle und aus allen Komponenten ist möglich).
- Es werden keine vom Inhalt vorgegebenen Zeitlimits erzwungen oder, falls vorhanden, sind sie vom Nutzer steuerbar, anpassbar, verlängerbar oder durch funktionale oder rechtliche Anforderungen gerechtfertigt.
- Es werden keine blinkenden oder flackernden Inhalte verwendet, die Anfälle auslösen könnten; die Sicherheitsgrenzwerte werden eingehalten.
- Die Bildschirme des Serviceablaufs haben Titel, die ihr Thema oder ihren Zweck

beschreiben.

- Elemente, die den Fokus der Tastaturnavigation erhalten können, sind im Ansichtsfenster stets mindestens teilweise sichtbar.
- Der anklickbare Bereich interaktiver Elemente ist groß genug, um eine einfache Interaktion für die Nutzer zu gewährleisten.

Verständlich

- Die Sprache jeder Seite ist korrekt festgelegt und wird im gesamten Dienst konsistent verwendet
- Benutzeroberflächenkomponenten lösen beim Erhalt des Tastaturfokus keine unerwarteten Kontextänderungen aus, die die Nutzenden verwirren könnten.
- Benutzeroberflächenkomponenten lösen bei Aktivierung durch die Nutzenden über Tastatur oder assistive Technologien keine unerwarteten Kontextänderungen aus, die zu Verwirrung führen könnten.
- Die vorhandenen Navigationsmechanismen sind im gesamten Ablauf des Dienstes konsistent positioniert
- Wiederkehrende Elemente der Benutzeroberfläche sind einheitlich gestaltet, um ihre Erkennung zu erleichtern
- Wenn ein Eingabefehler automatisch erkannt wird, wird das fehlerhafte Element identifiziert und der Fehler wird in Textform beschrieben
- Wenn ein Eingabefehler erkannt wird und Korrekturvorschläge bekannt sind, werden diese dem Nutzenden bereitgestellt, es sei denn, gesetzliche Vorschriften schließen dies aus

Robust

- Es werden standardisierte Entwicklungstechnologien verwendet, die von assistiven Technologien interpretiert werden können

Wir testen <https://mtel.at/> mit den gängigsten assistiven Technologien in verschiedenen Kombinationen aus Betriebssystemen und Browsern:

- Screenreader wie NVDA und JAWS (Windows) sowie VoiceOver (Mac und iOS) helfen uns sicherzustellen, dass alle interaktiven Elemente korrekt vorgelesen und bedienbar sind.
- Zusätzlich prüfen wir die Nutzung mit Bildschirmvergrößerung und im Hochkontrastmodus.

Unser Ziel ist es, mit den aktuellen Versionen gängiger Hilfsmittel kompatibel zu sein. Dabei folgen wir den bewährten Methoden der WCAG 2.2 und der Norm EN 301 549. So stellen wir sicher, dass die Barrierefreiheit auch bei zukünftigen technischen Entwicklungen erhalten bleibt.

Standards:

Auf dieser Grundlage wenden wir die Kriterien der WCAG 2.2 (AA-Niveau, aktuelle Version) sowie der EN 301 549 an. Die Einhaltung dieser Standards gilt als Nachweis für die Konformität mit dem EAA, dem Barrierefreiheitsgesetz (BaFG) und weiteren entsprechenden Vorschriften.

Laufende Überwachung und Pflege

Barrierefreiheit ist für uns kein einmaliges Projekt, sondern ein fortwährender Prozess. So stellen wir sicher, dass <https://mtel.at/> dauerhaft zugänglich bleibt:

- **Barrierefreiheitskoordination**

Eine / ein Barrierefreiheitskoordinator:in überwacht alle Maßnahmen rund um <https://mtel.at/> und ist unter web@mtel.at erreichbar.

- **Accessibility Team**

Accessibility Expert:innen prüfen jede neue Funktion oder größere Änderung schon vor der Veröffentlichung auf mögliche Barrieren. Außerdem verfolgen wir Änderungen in Gesetzen und Normen und berücksichtigen neue Entwicklungen bei Hilfstechnologien in unseren Updates.

- **Automatisierte Prüfungen**

In unseren Entwicklungsprozess sind Test- und Monitoring-Tools integriert. Sie erkennen typische Probleme wie fehlende ALT-Texte oder Formularbeschriftungen schon in der frühen Phase. Jede Code-Version durchläuft diese Kontrollen.

- **Externe Audits**

Am [25/07/2025](#) haben wir einen objektiven Audit durch AccessiWay durchgeführt. Weitere Audits folgen mindestens jährlich, einschließlich manueller Tests mit Assistenztechnologien.

Feedback und Kontakt

Ihr Feedback hilft uns, <https://mtel.at/> weiter zu verbessern. Wenn Sie auf Barrieren stoßen oder Anregungen haben, können Sie uns jederzeit per E-Mail, Telefon oder Post kontaktieren. Bitte beschreiben Sie das Problem so genau wie möglich, damit wir gezielt helfen können.

Wir schätzen Rückmeldungen von Nutzer:innen besonders dann, wenn etwas nicht wie erwartet funktioniert. Sollten Sie Schwierigkeiten beim Zugriff auf Inhalte oder Funktionen von <https://mtel.at/> haben oder eine Barriere entdecken, freuen wir uns über Ihren Hinweis.

Kontaktmöglichkeiten:

web@mtel.at

0800 667 667

MTEL Austria GmbH, Am Euro Platz 2/ Stiege 5, 7.OG, 1120 Wien

Wenn Sie uns kontaktieren, nennen Sie bitte möglichst genau:

- die betroffene Seite oder Funktion,
- was passiert ist,
- welche Hilfstechnologie Sie ggf. verwenden.

Wir bestätigen Ihre Rückmeldung innerhalb von 5 Werktagen und bemühen uns, das Problem zügig zu beheben – in der Regel innerhalb von 10 Werktagen oder mit einem Zwischenstand.

Beschwerdemöglichkeit:

Bei nicht zufriedenstellenden Antworten aus oben genannter Kontaktmöglichkeit können Sie sich mittels Beschwerde an das Sozialministeriumservice der Landesstelle Oberösterreich wenden.

Kontakt:

Gruberstraße 63, 4021 Linz

Tel: 0732/7604-0

Fax: 0732/7604-4400

E-Mail: post.oberoesterreich@sozialministeriumservice.at

Die Beschwerden werden von dem Sozialministeriumservice dahingehend geprüft, ob sie sich auf Verstöße gegen die Vorgaben des Barrierefreiheitsgesetz, insbesondere Mängel bei der Einhaltung der Barrierefreiheitsanforderungen, durch den Bund oder einer ihm zuordenbaren Einrichtung beziehen.

Sofern die Beschwerde berechtigt ist, hat das Sozialministeriumservice dem Bund oder den

betroffenen Rechtsträgern Handlungsempfehlungen auszusprechen und Maßnahmen vorzuschlagen, die der Beseitigung der vorliegenden Mängel dienen.

Versionsverlauf:

Diese Barrierefreiheitserklärung wurde erstmals am [25.07.2025](#) veröffentlicht und zuletzt am [14.08.2025](#) überarbeitet. Eine Überprüfung erfolgt mindestens jährlich oder bei wesentlichen Änderungen an <https://mtel.at/>.

EN301549 technical report

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and explanations
4.2.1 Usage without vision	Partially Supports	
4.2.2 Usage with limited vision	Partially Supports	
4.2.3 Usage without perception of colour	Partially Supports	
4.2.4 Usage without hearing	Partially Supports	
4.2.5 Usage with limited hearing	Partially Supports	
4.2.6 Usage with no or limited vocal capability	Partially Supports	
4.2.7 Usage with limited manipulation or strength	Partially Supports	
4.2.8 Usage with limited reach	Partially Supports	
4.2.9 Minimize photosensitive seizure triggers	Partially Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	
4.2.11 Privacy	Partially Supports	

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2 General	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2.1 Closed functionality	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
5.1.2.2 Assistive technology	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
5.1.3 Non-visual access	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.6.1 Closed functionality	<i>See 5.1.3.1 through 5.1.3.16</i>	<i>See information in 5.1.3.1 through 5.1.3.16</i>
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	<i>Not Applicable</i>	
6.2 Real-time text (RTT) functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.5.1 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	<i>Advisory no response required</i>	<i>Advisory no response required</i>

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
7.1 Caption processing technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
8.1.1 Generic requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

Chapter 9: Web (applies also to 10, 11 and 12)

Corresponding to WCAG 2.2 Level A

Success Criteria	Conformance Level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Exceptions include: - General > Images without or unnecessary alternative text - General > Inappropriate alternative for image links - Home > Images without or unnecessary alternative text - Deal Overview > Images without or unnecessary alternative text - MTel TV duo > Missing alternative for image links - MTel TV duo > Images without or unnecessary alternative text - Checkout > Images without or unnecessary alternative text - Tariffs > Missing alternative for image buttons - Tariffs > Images without or unnecessary alternative text - Registration > Images without or unnecessary alternative text - Apple Smartphone > Images without or unnecessary alternative text - TV offer > Images without or unnecessary alternative text - Channel list > Images without or unnecessary alternative text - FAQ > Images without or unnecessary alternative text - News > Images without or unnecessary alternative text - News Detail > Images without or unnecessary alternative text

1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative Supports	Supports	
1.3.1 Info and Relationships	Partially supports	Exceptions include: - General > Landmarks not defined - General > Missing heading mark-up - General > Missing list mark-up Home > Inappropriate heading structure Deal Overview > Inappropriate heading structure MTel TV duo > Missing heading mark-up MTel TV duo > Strikethrough text not marked up programmatically MTel TV duo > Heading mark-up used unnecessarily Checkout > Missing h1 heading mark-up Checkout > Missing visual label for form fields Tariffs > Missing heading mark-up Tariffs > Missing list mark-up Tariffs > Strikethrough text not marked up programmatically Tariffs > Heading mark-up used unnecessarily Registration > Missing heading mark-up Apple Smarthphone > Missing grouping of form controls TV offer > Inappropriate heading structure Channel list > Missing grouping of form controls Shop finder > Heading mark-up used unnecessarily FAQ > Heading mark-up used unnecessarily FAQ > Missing heading mark-up News Detail > Inappropriate heading structure News Detail > Missing heading mark-up

		News Detail > Missing list mark-up Impressum > Inappropriate heading structure
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	Exceptions include: - General > Color alone used to distinguish links Home > Color alone used to convey selected state
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	Exceptions include: - General > Expand/collapse functionality not operable with a keyboard - General > Dual functionality for links not operable with keyboard - General > Accordion not programmatically determined Home > Buttons not operable with a keyboard MTel TV duo > Accordion not programmatically determined Checkout > Custom checkboxes not operable with a keyboard Checkout > Slider not keyboard operable Tariffs > Expand/collapse functionality not operable with a keyboard Registration > Tooltip content not accessible with a keyboard Registration > Expand/collapse functionality not operable with a keyboard FAQ > Tabs not operable with a keyboard FAQ > Accordion not programmatically determined

2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause Stop Hide	Partially supports	Exceptions include: Home > No means to control slideshow content
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Partially supports	Exceptions include: - General > Missing Skip to content link
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	Exceptions include: Home > Hidden content receives keyboard focus MTel TV duo > Interactive elements receive multiple keyboard focus MTel TV duo > Hidden content receives keyboard focus Tariffs > Hidden content receives keyboard focus FAQ > Hidden content receives keyboard focus
2.4.4 Link Purpose (In Context)	Partially supports	Exceptions include: Home > Non-descriptive link text Deal Overview > Non-descriptive link text TV offer > Non-descriptive link text
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	

2.5.3 Label in Name	Partially supports	Exceptions include: Home > Accessible name does not match with visual label MTel TV duo > Accessible name does not match with visual label
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Partially supports	Exceptions include: - General > Missing visual instruction for mandatory fields Registration > Placeholder used as label
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name Role Value	Partially supports	Exceptions include: - General > Missing accessible name for input field - General > Menu not programmatically determined - General > Missing accessible name for button - General > Tab not programmatically determined - General > Sender information is not conveyed for screen reader users - General > Inappropriate use of ARIA attributes Home > Missing accessible name for button

		Home > Current state is not defined Home > Carousel not programmatically determined MTel TV duo > Expand/collapse state of the button not defined Checkout > Modal dialog is not programmatically identified Checkout > Missing accessible name for slider control Checkout > Disabled state of the button not defined Checkout > Missing role for textfield Tariffs > Carousel not programmatically determined Tariffs > Current state is not defined Tariffs > Missing accessible name for button Tariffs > Accordion not programmatically determined Registration > Tooltip not programmatically defined Shop finder > Carousel not programmatically determined Shop finder > Non-modal dialog is not programmatically identified FAQ > Tab not programmatically determined
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Corresponding to WCAG 2.2 Level AA

Success Criteria	Conformance Level	Remarks and explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.3.4 Orientation	Supports	
1.3.5 Identify Input	Partially supports	Exceptions include:

Purpose		Registration > Purpose of input field not identified programmatically
1.4.3 Contrast (Minimum)	Partially supports	Exceptions include: - General > Insufficient color contrast for text - Home > Insufficient color contrast for text - MTel TV duo > Insufficient color contrast for text - Tariffs > Insufficient color contrast for text - Apple Smarthphone > Insufficient color contrast for text - FAQ > Insufficient color contrast for text - News Detail > Insufficient color contrast for text
1.4.4 Resize text	Partially supports	Exceptions include: - General > Zoom Disabled in Viewport Meta Tag - General > Content not available, overlaps, or cut off on 200% zoom - Registration > Content not available, overlaps, or cut off on 200% zoom - Apple Smarthphone > Content not available, overlaps, or cut off on 200% zoom > Insufficient color contrast for text
1.4.5 Images of Text	Partially supports	Exceptions include: - Home > Image of text used - MTel TV duo > Image of text used - Tariffs > Image of text used - News Detail > Image of text used
1.4.10 Reflow	Partially supports	Exceptions include: - General > Content fails to reflow - MTel TV duo > Content fails to reflow - Checkout > Content fails to reflow - Registration > Content fails to reflow - Apple Smarthphone > Content fails to reflow

		Channel list > Content fails to reflow
1.4.11 Non-text Contrast	Partially supports	Exceptions include: - General > Insufficient color contrast for the borders of form controls MTel TV duo > Insufficient color contrast of user interface controls News Detail > Insufficient color contrast for informative image
1.4.12 Text-spacing	Partially supports	Exceptions include: Checkout > Text gets cut off, disappears, or overlaps when text spacing styles are applied Shop finder > Text gets cut off, disappears, or overlaps when text spacing styles are applied News > Text gets cut off, disappears, or overlaps when text spacing styles are applied
1.4.13 Content on Hover or Focus	Partially supports	Exceptions include: Registration > Additional content available on hover or focus not hoverable
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	Exceptions include: - General > Inappropriate label for button Tariffs > Non-descriptive labels for buttons Shop finder > Non-descriptive labels for buttons
2.4.7 Focus Visible	Partially supports	Exceptions include: MTel TV duo > Focus not visible Checkout > Focus not visible Tariffs > Focus not visible Registration > Focus not visible Apple Smarthphone > Focus not visible

		Channel list > Focus not visible Shop finder > Focus not visible News Detail > Focus not visible
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Partially supports	Exceptions include: - General > Change of language not identified for text Deal Overview > Change of language not identified for text TV offer > Change of language not identified for text Shop finder > Change of language not identified for text FAQ > Change of language not identified for text
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (LFD)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	Exceptions include: - General > Error messages difficult to locate

		Checkout > Dynamically updating content not announced for screen reader users Apple Smarthphone > Dynamically updating content not announced for screen reader users Channel list > Dynamically updating content not announced for screen reader users
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Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
11.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2 Accessibility services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and explanations
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
11.8.1 Content technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.2 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
12.1 Product documentation	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
12.1.1 Accessibility and compatibility features	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
12.2 Support Services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
13.1 Relay services requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

Web accessibility

Disability is defined as: any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition.

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

Perceivable: Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols or simplified language.

Operable: User interface and navigation components must be operable. For example, making all functionality available via keyboard.

Understandable: Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

Robust: Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

Test environments

Operating systems

- Apple Mac Os X (last version)
- Microsoft Windows (last version)
- Apple Ios (last version)
- Google Android (last version)

We have not used Linux as it is currently very uncommon among users with disabilities.

Browsers and user software

In the latest versions available on the different operating systems:

- Google Chrome
- Windows Edge
- Safari
- Adobe Acrobat Reader / Preview on Mac (for PDFs only)

Screen readers and assistive technologies

In order to achieve the most standard evaluation **we test everything with no adaptation.**

In order to make the most realistic evaluation **we also make some adaptation like:**

- Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)
- Mouse emulations, magnifiers and screen keyboards or keyboard improved settings always of the different systems
- Voiceover - Apple systems only
- Talkback - Android only
- NVDA (last version) and Freedom scientific Jaws (second-to-last version) - PC systems only

Methodology

Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.2) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in [UNI EN 301549 Guidelines](#) or their declination in the French RGAA's. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Automated tools for syntax checking

- **W3C Markup Validation Service** : used with generated code, because it is the official tool for checking HTML, XHTML, MathHTML, etc. <https://validator.w3.org/>
- **W3C CSS Validation service** : although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with <https://jigsaw.w3.org/css-validator/>
- **PAC PDF checker** : <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

Automatic and semi-automatic tools for color verification

- **Color Contrast Analyser (CCA)** : used punctually on dubious contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>
- **WCAG Color contrast checker** : used as the first check to verify the contrasts of the colors used in the CSS of the pages.
- **Text on background image a11y check** : used to check when text should overlap images <https://www.brandwood.com/a11y/>
- **Color contrast accessibility evaluator** : used as an additional control for some online pages <https://color.a11y.com/Contrast/>

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accesscan <https://www.accessiway.com/accessscan>
- Wave <https://wave.webaim.org/>

And other local tools:

- **Web developer toolbar**: Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc. <https://chrispederick.com/work/web-developer/>
- **AXE e Lighthouse for Chrome**: they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.
- **Siteimprove for Chrome**: like AX, it provides useful indications for verifying compliance but is a tool evaluated by AgID useful for monitoring public sites.

Terms

The terms used in the Conformance Level information are defined as follows:

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially Supports: Some functionality of the product does not meet the criterion.

Does Not Support: The majority of product functionality does not meet the criterion.

Not Applicable: The criterion is not relevant to the product.

Not Evaluated: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.