

# Accessibility Statement

COSMOTE-EVALUE is committed to ensuring the accessibility of the website [cosmote-evalue.gr](https://cosmote-evalue.gr) in accordance with the provisions of Article 4 “Specific Compliance Requirements for Websites” of Decision No. 1095/6/18-12-2023 (Government Gazette B’ 7705/31.12.2023) of the Hellenic Telecommunications and Post Commission (EETT), titled "Issuance of a Regulation defining requirements for providers of publicly available electronic communications services to ensure equal access and choice for end-users with disabilities in accordance with Law 4727/2020", and in alignment with both national and European Union accessibility legislation.

At COSMOTE-EVALUE, our aim is to make our digital services accessible to all users, including individuals with disabilities. Our continuous efforts focus on enhancing the user experience for everyone, ensuring that our digital content is clear, functional, and inclusive.

This accessibility statement applies exclusively to the [cosmote-evalue.gr](https://cosmote-evalue.gr). COSMOTE-EVALUE is not responsible for the accessibility of third-party websites that may be accessed through hyperlinks on our site.

## Compliance Status

COSMOTE-EVALUE complies with the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA, ensuring that our websites and applications are functional and accessible to the general public. We continuously work to improve our platforms with the goal of providing equal access to all.

## Accessibility Measures

To achieve our accessibility objectives, COSMOTE-EVALUE has implemented the following measures:

- **Accessibility Testing:** Our goal is to identify areas that require improvement and implement optimal technological solutions wherever feasible. We conduct manual testing and use assistive tools to detect and remediate any potential accessibility barriers in our website.
- **User Testing:** During the testing of key digital functionalities, we collaborate with users with disabilities in order to better understand their needs and provide enhanced services.
- **Staff Training:** Our design and development teams are trained in accessibility best practices to ensure that our services address the needs of all users.

## Contact for Requests or Feedback

We highly value your feedback regarding the accessibility of our website [cosmote-evalue.gr](https://cosmote-evalue.gr). If you encounter any issues or have suggestions for improvement, please contact us at: [accessibility@cosmote.gr](mailto:accessibility@cosmote.gr) with the subject line: **Accessibility Feedback –cosmote-evalue.gr**. We aim to respond within five (5) business days unless additional time is required to investigate the matter.

## System Compatibility

Our website has been designed to be compatible with the following systems:

- Screen Readers: NVDA, JAWS
- Browsers: Firefox, Safari, Chrome

## Limitations and Alternatives

Despite our ongoing efforts to ensure accessibility, certain limitations may persist. Below are specific examples, along with justification for their current unresolved status and suggested alternatives:

### **Zoom Functionality on Android Devices:**

- *Justification for Unresolved Issue:* The respective operating system may not support certain content zoom capabilities. Alternatively, the necessary fix requires fundamental changes to the website's design, which are not scheduled for implementation in the near future. Nonetheless, we are continuously striving to identify a viable solution that ensures accessibility for all users.
- *Suggested Alternative:* It is recommended to access the application via the **Google Chrome browser** to ensure the best possible user experience and partial mitigation of the issue.

### **Navigation using the keyboard in certain element**

- *Justification for Unresolved Issue:* The respective operating system may not support certain content zoom capabilities. The necessary fix requires changes to the website's coding which are scheduled for the near future. We are constantly working on improving any remaining issues
- **Color contrast issues**
- *Justification for Unresolved Issue:* In some circumstances it may occur contrast issues. The necessary fix requires fundamental changes to the website's design, which are scheduled for implementation in the near future. We are constantly working on improving any remaining issues

### **Updates to the Accessibility Statement**

This statement will be updated by COSMOTE-EVALUE as improvements are made to our websites and applications.