

| | | |
|------------|---|---|
| STN | Požiadavky na prístupnosť pre výrobky a služby IKT | STN EN 301549 87 1549 |
|------------|---|---|

Accessibility requirements for ICT products and services

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 02/21

Obsahuje: EN 301549:2019

Oznámením tejto normy sa ruší
STN EN 301549 (87 1549) z decembra 2020

132140

EUROPEAN STANDARD

EN 301549

NORME EUROPÉENNE

EUROPÄISCHE NORM

December 2019

ICS 33.030

Supersedes EN 301549:2018

English version

Accessibility requirements for ICT products and services

Barrierefreiheitsanforderungen für IKT-Produkte und -
Dienstleistungen

This European Standard was approved by CEN and CENELEC on 22 November 2019.

CEN and CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN and CENELEC member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN and CENELEC member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN and CENELEC members are the national standards bodies and national electrotechnical committees of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



CEN-CENELEC Management Centre:
Rue de la Science 23,
B-1040 Brussels
Belgium

ETSI Secretariat
650, Route des Lucioles
06921 Sophia-Antipolis Cedex
France

Reference

REN/HF-00301549v311

Keywords

accessibility, HF, ICT, procurement

CENRue de la science, 23
B-1040 Brussels
- BELGIUMTel: + 32 2 550 08 11
Fax: + 32 2 550 08 19**CENELEC**Rue de la science, 23
B-1040 Brussels
- BELGIUMTel.: +32 2 519 68 71
Fax: +32 2 519 69 19**ETSI**650 Route des Lucioles
F-06921 Sophia Antipolis Cedex -
FRANCETel.: +33 4 92 94 42 00
Fax: +33 4 93 65 47 16Siret N° 348 623 562 00017 - NAF 742 C
Association à but non lucratif enregistrée à la
Sous-Préfecture de Grasse (06) N° 7803/88

Important notice

Individual copies of the present document can be downloaded from:

[ETSI Search & Browse Standards](#)

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

[ETSI deliverable status](#)

If you find errors in the present document, please send your comment to one of the following services:

[ETSI Committee Support Staff](#)

Copyright Notification

No part may be reproduced except as authorized by written permission.
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2019.
© Comité Européen de Normalisation 2019.
© Comité Européen de Normalisation Electrotechnique 2019.
All rights reserved.

DECT™, **PLUGTESTS™**, **UMTS™** and the ETSI logo are trademarks of ETSI registered for the benefit of its Members.
3GPP™ and **LTE™** are trademarks of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.
oneM2M logo is protected for the benefit of its Members.
GSM® and the GSM logo are trademarks registered and owned by the GSM Association.

Contents

| | |
|--|----|
| Contents..... | 3 |
| Intellectual Property Rights..... | 8 |
| Foreword..... | 8 |
| Modal verbs terminology..... | 9 |
| Introduction..... | 9 |
| 1 Scope..... | 11 |
| 2 References..... | 11 |
| 2.1 Normative references..... | 11 |
| 2.2 Informative references..... | 11 |
| 3 Definition of terms, symbols and abbreviations..... | 14 |
| 3.1 Terms..... | 14 |
| 3.2 Symbols..... | 18 |
| 3.3 Abbreviations..... | 18 |
| 4 Functional performance..... | 19 |
| 4.1 Meeting functional performance statements..... | 19 |
| 4.2 Functional performance statements..... | 19 |
| 4.2.1 Usage without vision..... | 19 |
| 4.2.2 Usage with limited vision..... | 19 |
| 4.2.3 Usage without perception of colour..... | 20 |
| 4.2.4 Usage without hearing..... | 20 |
| 4.2.5 Usage with limited hearing..... | 20 |
| 4.2.6 Usage with no or limited vocal capability..... | 20 |
| 4.2.7 Usage with limited manipulation or strength..... | 20 |
| 4.2.8 Usage with limited reach..... | 21 |
| 4.2.9 Minimize photosensitive seizure triggers..... | 21 |
| 4.2.10 Usage with limited cognition, language or learning..... | 21 |
| 4.2.11 Privacy..... | 21 |
| 5 Generic requirements..... | 22 |
| 5.1 Closed functionality..... | 22 |
| 5.1.1 Introduction (informative)..... | 22 |
| 5.1.2 General..... | 22 |
| 5.1.3 Non-visual access..... | 22 |
| 5.1.4 Functionality closed to text enlargement..... | 25 |
| 5.1.5 Visual output for auditory information..... | 26 |
| 5.1.6 Operation without keyboard interface..... | 26 |
| 5.1.7 Access without speech..... | 27 |
| 5.2 Activation of accessibility features..... | 27 |
| 5.3 Biometrics..... | 27 |
| 5.4 Preservation of accessibility information during conversion..... | 27 |
| 5.5 Operable parts..... | 27 |
| 5.5.1 Means of operation..... | 27 |
| 5.5.2 Operable parts discernibility..... | 27 |
| 5.6 Locking or toggle controls..... | 28 |
| 5.6.1 Tactile or auditory status..... | 28 |
| 5.6.2 Visual status..... | 28 |
| 5.7 Key repeat..... | 28 |
| 5.8 Double-strike key acceptance..... | 28 |
| 5.9 Simultaneous user actions..... | 28 |
| 6 ICT with two-way voice communication..... | 29 |
| 6.1 Audio bandwidth for speech..... | 29 |

| | | |
|-------|---|----|
| 6.2 | Real-Time Text (RTT) functionality | 29 |
| 6.2.1 | RTT provision | 29 |
| 6.2.2 | Display of RTT | 30 |
| 6.2.3 | Interoperability | 30 |
| 6.2.4 | RTT responsiveness | 31 |
| 6.3 | Caller ID | 31 |
| 6.4 | Alternatives to voice-based services | 31 |
| 6.5 | Video communication | 32 |
| 6.5.1 | General (informative) | 32 |
| 6.5.2 | Resolution | 32 |
| 6.5.3 | Frame rate | 32 |
| 6.5.4 | Synchronization between audio and video | 32 |
| 6.5.5 | Visual indicator of audio with video | 32 |
| 6.5.6 | Speaker identification with video (sign language) communication | 33 |
| 6.6 | Alternatives to video-based services | 33 |
| 7 | ICT with video capabilities | 34 |
| 7.1 | Caption processing technology | 34 |
| 7.1.1 | Captioning playback | 34 |
| 7.1.2 | Captioning synchronization | 34 |
| 7.1.3 | Preservation of captioning | 34 |
| 7.1.4 | Captions characteristics | 34 |
| 7.1.5 | Spoken subtitles | 34 |
| 7.2 | Audio description technology | 35 |
| 7.2.1 | Audio description playback | 35 |
| 7.2.2 | Audio description synchronization | 35 |
| 7.2.3 | Preservation of audio description | 35 |
| 7.3 | User controls for captions and audio description | 35 |
| 8 | Hardware | 36 |
| 8.1 | General | 36 |
| 8.1.1 | Generic requirements | 36 |
| 8.1.2 | Standard connections | 36 |
| 8.1.3 | Colour | 36 |
| 8.2 | Hardware products with speech output | 36 |
| 8.2.1 | Speech volume gain | 36 |
| 8.2.2 | Magnetic coupling | 36 |
| 8.3 | Stationary ICT | 37 |
| 8.3.0 | General | 37 |
| 8.3.1 | Forward or side reach | 37 |
| 8.3.2 | Forward reach | 37 |
| 8.3.3 | Side reach | 40 |
| 8.3.4 | Clear floor or ground space | 41 |
| 8.3.5 | Visibility | 42 |
| 8.3.6 | Installation instructions | 42 |
| 8.4 | Mechanically operable parts | 43 |
| 8.4.1 | Numeric keys | 43 |
| 8.4.2 | Operation of mechanical parts | 43 |
| 8.4.3 | Keys, tickets and fare cards | 43 |
| 8.5 | Tactile indication of speech mode | 43 |
| 9 | Web | 44 |
| 9.0 | General (informative) | 44 |
| 9.1 | Perceivable | 44 |
| 9.1.1 | Text alternatives | 44 |
| 9.1.2 | Time-based media | 44 |
| 9.1.3 | Adaptable | 45 |
| 9.1.4 | Distinguishable | 45 |
| 9.2 | Operable | 46 |
| 9.2.1 | Keyboard accessible | 46 |
| 9.2.2 | Enough time | 47 |

| | | |
|--------|--|----|
| 9.2.3 | Seizures and physical reactions | 47 |
| 9.2.4 | Navigable | 47 |
| 9.2.5 | Input modalities | 48 |
| 9.3 | Understandable | 48 |
| 9.3.1 | Readable | 48 |
| 9.3.2 | Predictable | 48 |
| 9.3.3 | Input assistance | 48 |
| 9.4 | Robust | 49 |
| 9.4.1 | Compatible | 49 |
| 9.5 | WCAG 2.1 AAA Success Criteria | 49 |
| 9.6 | WCAG conformance requirements | 50 |
| 10 | Non-web documents | 51 |
| 10.0 | General (informative) | 51 |
| 10.1 | Perceivable | 51 |
| 10.1.1 | Text alternatives | 51 |
| 10.1.2 | Time-based media | 51 |
| 10.1.3 | Adaptable | 52 |
| 10.1.4 | Distinguishable | 53 |
| 10.2 | Operable | 54 |
| 10.2.1 | Keyboard accessible | 54 |
| 10.2.2 | Enough time | 55 |
| 10.2.3 | Seizures and physical reactions | 56 |
| 10.2.4 | Navigable | 56 |
| 10.2.5 | Input modalities | 57 |
| 10.3 | Understandable | 58 |
| 10.3.1 | Readable | 58 |
| 10.3.2 | Predictable | 59 |
| 10.3.3 | Input assistance | 59 |
| 10.4 | Robust | 60 |
| 10.4.1 | Compatible | 60 |
| 10.5 | Caption positioning | 61 |
| 10.6 | Audio description timing | 61 |
| 11 | Software | 62 |
| 11.0 | General (informative) | 62 |
| 11.1 | Perceivable | 63 |
| 11.1.1 | Text alternatives | 63 |
| 11.1.2 | Time-based media | 63 |
| 11.1.3 | Adaptable | 64 |
| 11.1.4 | Distinguishable | 66 |
| 11.2 | Operable | 68 |
| 11.2.1 | Keyboard accessible | 68 |
| 11.2.2 | Enough time | 69 |
| 11.2.3 | Seizures and physical reactions | 70 |
| 11.2.4 | Navigable | 70 |
| 11.2.5 | Input modalities | 71 |
| 11.3 | Understandable | 72 |
| 11.3.1 | Readable | 72 |
| 11.3.2 | Predictable | 72 |
| 11.3.3 | Input assistance | 73 |
| 11.4 | Robust | 74 |
| 11.4.1 | Compatible | 74 |
| 11.5 | Interoperability with assistive technology | 75 |
| 11.5.1 | Closed functionality | 75 |
| 11.5.2 | Accessibility services | 75 |
| 11.6 | Documented accessibility usage | 79 |
| 11.6.1 | User control of accessibility features | 79 |
| 11.6.2 | No disruption of accessibility features | 79 |
| 11.7 | User preferences | 79 |

| | | |
|---|---|-----|
| 11.8 | Authoring tools | 79 |
| 11.8.0 | General (Informative)..... | 79 |
| 11.8.1 | Content technology | 79 |
| 11.8.2 | Accessible content creation..... | 79 |
| 11.8.3 | Preservation of accessibility information in transformations | 79 |
| 11.8.4 | Repair assistance | 80 |
| 11.8.5 | Templates | 80 |
| 12 | Documentation and support services..... | 81 |
| 12.1 | Product documentation | 81 |
| 12.1.1 | Accessibility and compatibility features | 81 |
| 12.1.2 | Accessible documentation..... | 81 |
| 12.2 | Support services..... | 81 |
| 12.2.1 | General (informative)..... | 81 |
| 12.2.2 | Information on accessibility and compatibility features..... | 81 |
| 12.2.3 | Effective communication | 82 |
| 12.2.4 | Accessible documentation..... | 82 |
| 13 | ICT providing relay or emergency service access..... | 83 |
| 13.1 | Relay services requirements | 83 |
| 13.1.1 | General (informative)..... | 83 |
| 13.1.2 | Text relay services..... | 83 |
| 13.1.3 | Sign relay services..... | 83 |
| 13.1.4 | Lip-reading relay services | 83 |
| 13.1.5 | Captioned telephony services..... | 83 |
| 13.1.6 | Speech to speech relay services..... | 83 |
| 13.2 | Access to relay services | 83 |
| 13.3 | Access to emergency services..... | 84 |
| 14 | Conformance..... | 85 |
| Annex A (informative): Relationship between the present document and the essential requirements of Directive 2016/2102..... | | 86 |
| Annex B (informative): Relationship between requirements and functional performance statements | | 99 |
| B.1 | Relationships between clauses 5 to 13 and the functional performance statements | 99 |
| B.2 | Interpretation of Table B.2..... | 107 |
| B.2.0 | General | 107 |
| B.2.1 | Example | 107 |
| Annex C (normative): Determination of conformance..... | | 109 |
| C.1 | Introduction..... | 109 |
| C.2 | Empty clause..... | 109 |
| C.3 | Empty clause..... | 109 |
| C.4 | Functional performance | 109 |
| C.5 | Generic requirements | 109 |
| C.5.1 | Closed functionality | 109 |
| C.5.2 | Activation of accessibility features | 114 |
| C.5.3 | Biometrics | 114 |
| C.5.4 | Preservation of accessibility information during conversion | 114 |
| C.5.5 | Operable parts | 114 |
| C.5.6 | Locking or toggle controls | 115 |
| C.5.7 | Key repeat | 115 |
| C.5.8 | Double-strike key acceptance..... | 115 |
| C.5.9 | Simultaneous user actions | 116 |
| C.6 | ICT with two-way voice communication..... | 116 |
| C.6.1 | Audio bandwidth for speech | 116 |
| C.6.2 | Real-Time Text (RTT) functionality..... | 116 |
| C.6.3 | Caller ID..... | 120 |
| C.6.4 | Alternatives to voice-based services | 120 |
| C.6.5 | Video communication | 120 |
| C.6.6 | Alternatives to video-based services | 121 |

| | | |
|--------|---|-----|
| C.7 | ICT with video capabilities | 122 |
| C.7.1 | Caption processing technology | 122 |
| C.7.2 | Audio description technology | 123 |
| C.7.3 | User controls for captions and audio description | 123 |
| C.8 | Hardware | 123 |
| C.8.1 | General | 123 |
| C.8.2 | Hardware products with speech output | 124 |
| C.8.3 | Stationary ICT | 125 |
| C.8.4 | Mechanically operable parts | 131 |
| C.8.5 | Tactile indication of speech mode | 131 |
| C.9 | Web | 132 |
| C.9.0 | General (informative) | 132 |
| C.9.1 | Perceivable | 132 |
| C.9.2 | Operable | 136 |
| C.9.3 | Understandable | 139 |
| C.9.4 | Robust | 141 |
| C.9.5 | WCAG 2.1 AAA Success Criteria (Informative) | 141 |
| C.9.6 | WCAG 2.1 conformance requirements | 142 |
| C.10 | Non-web documents | 142 |
| C.10.0 | General (informative) | 142 |
| C.10.1 | Perceivable | 142 |
| C.10.2 | Operable | 146 |
| C.10.3 | Understandable | 149 |
| C.10.4 | Robust | 151 |
| C.10.5 | Caption positioning | 151 |
| C.10.6 | Audio description timing | 151 |
| C.11 | Software | 152 |
| C.11.0 | General | 152 |
| C.11.1 | Perceivable | 152 |
| C.11.2 | Operable | 158 |
| C.11.3 | Understandable | 162 |
| C.11.4 | Robust | 164 |
| C.11.5 | Interoperability with assistive technology | 165 |
| C.11.6 | Documented accessibility usage | 170 |
| C.11.7 | User preferences | 170 |
| C.11.8 | Authoring tools | 170 |
| C.12 | Documentation and support services | 172 |
| C.12.1 | Product documentation | 172 |
| C.12.2 | Support services | 172 |
| C.13 | ICT providing relay or emergency service access | 173 |
| C.13.1 | Relay service requirements | 173 |
| C.13.2 | Access to relay services | 174 |
| C.13.3 | Access to emergency services | 174 |
| | Annex D (informative): Further resources for cognitive accessibility | 175 |
| | Annex E (informative): Guidance for users of the present document | 176 |
| E.1 | Introduction | 176 |
| E.2 | Overview | 176 |
| E.3 | Clause 4 | 177 |
| E.4 | How to use the standard | 177 |
| E.4.1 | Self scoping requirements | 177 |
| E.4.2 | Connection between requirements and functional performance statements | 177 |
| E.5 | The European Web Accessibility Directive | 178 |
| E.6 | Annex D: Further resources for cognitive accessibility | 178 |
| | History | 179 |

Intellectual Property Rights

Essential patents

IPRs essential or potentially essential to normative deliverables may have been declared to ETSI. The information pertaining to these essential IPRs, if any, is publicly available for **ETSI members and non-members**, and can be found in ETSI SR 000 314: *"Intellectual Property Rights (IPRs); Essential, or potentially Essential, IPRs notified to ETSI in respect of ETSI standards"*, which is available from the ETSI Secretariat. Latest updates are available on the ETSI Web server (<https://ipr.etsi.org/>).

Pursuant to the ETSI IPR Policy, no investigation, including IPR searches, has been carried out by ETSI. No guarantee can be given as to the existence of other IPRs not referenced in ETSI SR 000 314 (or the updates on the ETSI Web server) which are, or may be, or may become, essential to the present document.

Trademarks

The present document may include trademarks and/or tradenames which are asserted and/or registered by their owners. ETSI claims no ownership of these except for any which are indicated as being the property of ETSI, and conveys no right to use or reproduce any trademark and/or tradename. Mention of those trademarks in the present document does not constitute an endorsement by ETSI of products, services or organizations associated with those trademarks.

Foreword

This Harmonised European Standard (EN) has been produced by ETSI Technical Committee Human Factors (HF), and the eAccessibility Joint Working Group (JWG) of CEN/CENELEC/ETSI.

EN 301 549 was originally produced under Mandate M 376 [i.3] and specified functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in procurement. The other deliverables prepared in response to the original Mandate M 376 were: ETSI TR 102 612 [i.9] "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)", ETSI TR 101 550 [i.7] "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"", ETSI TR 101 551 [i.8] "Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe", and ETSI TR 101 552 [i.30] "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe". These have not been updated to reflect any changes to the content or scope of the present document, made as a part of the M 554 revision effort.

This revision to EN 301 549 has been prepared under the Commission's standardisation request C(2017)2585 final [i.27] to provide, in additions to its other uses, one voluntary means of conforming to the essential requirements of Directive 2016/2102 [i.28] on the accessibility of the websites and mobile applications of public sector bodies. The minimum requirements of the European Web Accessibility Directive (Directive 2016/2102) are explicitly detailed in Annex A.

Once the present document is cited in the Official Journal of the European Union under Directive 2016/2102, conformance with the normative clauses of the present document given in Tables A.1 and A.2 confers, within the limits of the scope of the present document, a presumption of conformity with the corresponding essential requirements of that Directive and associated EFTA regulations.

The present document has been developed from EN 301 549 [i.29] V2.1.2 (08-2018).

Modal verbs terminology

In the present document "shall", "shall not", "should", "should not", "may", "may not", "need", "need not", "will", "will not", "can" and "cannot" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](#) (Verbal forms for the expression of provisions).

"**must**" and "**must not**" are **NOT** allowed in ETSI deliverables except when used in direct citation.

Introduction

The present document is developed in response to standardisation request M 554 [i.27] from the European Commission to CEN, CENELEC and ETSI. It is a revision of the European Standard (EN) that was initially prepared in response to Phase 2 of Mandate M 376 [i.3].

The present document covers a wide range of requirements for a variety of ICT solutions. It is relevant for all organizations who buy, develop or manufacture ICT products or services. It consists of fourteen clauses and five annexes:

- Clauses 0 to 3 include background information, the scope of the standard, and links to other standards, definitions and explanations of abbreviations.
- Clause 4 contains functional performance statements that explain the functionality that is needed to enable users with different abilities to locate, identify and operate functions in technology. The user needs underlying the functional performance statements are the basis for the requirements in subsequent clauses.
- Clauses 5 to 13 provide specific testable criteria for accessible ICT, related to technical requirements for different kinds of ICT, starting with generic requirements in clause 5.
- Clause 14 is about conformance. All clauses except those in clause 12, related to documentation and support services, are self-scoping. This means they are introduced with the phrase 'Where ICT <pre-condition>'. Conformance is achieved when the pre-condition is true and the corresponding test (in Annex C) is passed, or when the pre-condition is false and, therefore, the requirement is not applicable.
- Annex A has two tables with requirements related to Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28]. The first table applies to web pages and documents and the second applies to mobile applications. The minimum requirements are collected from clauses 9, 10 and 11 and some requirements from clauses 5, 6, 7 and 12 that are relevant to fulfill the Directive.
- Annex B contains a table showing which of the requirements set out in clauses 5 to 13 related to different types of ICT support the user needs as expressed in the functional performance statements of clause 4.
- Annex C is a normative annex that sets out the means necessary to determine conformance with the individual requirements. It does not provide a testing methodology.
- Annex D points to additional resources related to improving accessibility for users with limited cognitive, language and learning abilities.
- Annex E provides an overview and simple explanation of the structure of the present document, including an explanation of how it can be used.

When the present document is used for most purposes, including when used in ICT procurement, all of the requirements in clauses 5 to 13, as well as the functional performance statements in clause 4 should be considered. The potential applicability of any requirement can be determined from the self-scoping phrase at the beginning of each requirement.

When the present document is used as the basis to determine conformity with the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28], Tables A.1 and A.2 in Annex A identify all the applicable requirements.

NOTE 1: The present document reflects the content of the W3C WCAG 2.1 Recommendation [5].

NOTE 2: Annex E provides an overview and simple explanation of the structure of the present document, including an explanation of how it can be used. Readers who are unfamiliar with the present document are recommended to read Annex E first to give them a better understanding of the present document and how to use it.

1 Scope

The present document specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in public procurement within Europe. The present document is intended to be used with Web based technologies, non-web technologies and hybrids that use both. It covers both software and hardware as well as services. It is intended for use by both providers and procurers, but it is expected that it will also be of use to many others as well.

The relationship between the present document and the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28] is given in Annex A.

The present document contains the necessary functional requirements and provides a reference document such that if procedures are followed by different actors, the results of testing are similar and the interpretation of those results is clear. The test descriptions and evaluation methodology included in the present document are elaborated to a level of detail compliant with ISO/IEC 17007:2009 [i.14], so that conformance testing can give conclusive results.

2 References

2.1 Normative references

References are specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at [ETSI References in docbox](#).

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

- [1] ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".
- [2] ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 1: Fixed-line speech terminals".
- [3] ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".
- [4] W3C Recommendation (December 2008) /ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

NOTE: Available at [WCAG 2.0](#).

- [5] W3C Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

NOTE: Available at [WCAG 2.1](#).

2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".
- [i.2] ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".
- [i.3] European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".
- [i.4] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [i.5] ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".
- [i.6] ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".
- [i.7] CEN/CENELEC/ETSI TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".
- [i.8] CEN/CENELEC/ETSI TR 101 551: "Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe".
- [i.9] ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".
- [i.10] ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".
- [i.11] ETSI TS 122 173: "Digital cellular telecommunications system (Phase 2+) (GSM); Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Core Network Subsystem (IMS) Multimedia Telephony Service and supplementary services; Stage 1 (3GPP TS 22.173)".
- [i.12] ETSI TS 134 229: "Universal Mobile Telecommunications System (UMTS); LTE; Internet Protocol (IP) multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP); User Equipment (UE) conformance specification (3GPP TS 34.229)".
- [i.13] IETF RFC 4103 (2005): "RTP Payload for Text Conversation".
- [i.14] ISO/IEC 17007:2009: "Conformity assessment - Guidance for drafting normative documents suitable for use for conformity assessment".
- [i.15] ISO 9241-11:2018: "Ergonomics of human-system interaction - Part 11: Usability: Definitions and concepts".
- [i.16] ISO 9241-110:2006: "Ergonomics of human-system interaction - Part 110: Dialogue principles".
- [i.17] ISO 9241-171:2008: "Ergonomics of human-system interaction - Part 171: Guidance on software accessibility".
- [i.18] Void.
- [i.19] ISO/IEC 13066-1:2011: "Information technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability".
- [i.20] Recommendation ITU-T E.161 (2001): "Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network".
- [i.21] Recommendation ITU-T G.722 (1988): "7 kHz audio-coding within 64 kbit/s".

- [i.22] Recommendation ITU-T G.722.2 (2003): "Wideband coding of speech at around 16 kbit/s using Adaptive Multi-Rate Wideband (AMR-WB)".
- [i.23] Recommendation ITU-T V.18 (2000): "Operational and interworking requirements for DCEs operating in the text telephone mode".
- [i.24] TIA-1083-A (2010): "Telecommunications; Telephone Terminal equipment; Handset magnetic measurement procedures and performance requirements".
- [i.25] Section 508 of the United States Rehabilitation Act of 1973, revised 2017.
- NOTE: Available at <https://www.section508.gov/manage/laws-and-policies>.
- [i.26] W3C Working Group Note 5 September 2013: "Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT)".
- NOTE: Available at <http://www.w3.org/TR/wcag2ict/>.
- [i.27] M 554 Commission Implementing Decision C(2017)2585 of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.
- [i.28] Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.
- [i.29] EN 301 549 (V2.1.2) (August 2018): "Accessibility requirements for ICT products and services".
- [i.30] ETSI TR 101 552: "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe".
- [i.31] ISO/IEC TS 20071-25:2017: "Information technology - User interface component accessibility - Part 25: Guidance on the audio presentation of text in videos, including captions, subtitles and other on-screen text".
- [i.32] W3C Recommendation (September 2015): "Authoring Tool Accessibility Guidelines (ATAG) 2.0".
- NOTE: Available at <http://www.w3.org/TR/ATAG20/>.
- [i.33] W3C Recommendation (September 2015): "User Agent Accessibility Guidelines (UAAG) 2.0".
- NOTE: Available at <http://www.w3.org/TR/UAAG20/>.
- [i.34] ISO 21542:2011: "Building construction - Accessibility and usability of the built environment".
- [i.35] ISO/IEC Guide 71:2014: "Guide for addressing accessibility in standards".
- [i.36] Recommendation ITU-T T.140 (1988): "Protocol for multimedia application text conversation".
- [i.37] Recommendation ITU-T F.703 (2000): "Multimedia conversational services".
- [i.38] W3C WebSchemas/Accessibility 2.0.
- NOTE: Available at <https://www.w3.org/wiki/WebSchemas/Accessibility>.
- [i.39] EN 300 743 (V1.6.1) (October 2018): "Digital Video Broadcasting (DVB); Subtitling systems".
- [i.40] Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC.