

**Accessibility requirements suitable for public  
procurement of ICT products and services in Europe**  
(EN 301 549 V1.1.2 (2015-04))

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## Nationales Vorwort

Diese Europäische Norm EN 301 549 V1.1.2:2015-06-01 hat sowohl den Status von ÖSTERREICHISCHEN BESTIMMUNGEN FÜR DIE ELEKTROTECHNIK gemäß ETG 1992 als auch den einer ÖNORM gemäß NG 1971. Bei ihrer Anwendung ist dieses Nationale Vorwort zu berücksichtigen.

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Gemäß Vorwort zur EN wird das späteste Datum, zu dem nationale Normen, die der vorliegenden Norm entgegenstehen, zurückgezogen werden müssen, mit dow (date of withdrawal) festgelegt. Bis zum Zurückziehungsdatum (dow) 2015-11-30 ist somit die Anwendung folgender Norm(en) noch erlaubt:

ÖVE/ÖNORM EN 301 549 V1.1.1:2014-04-01.



## Accessibility requirements suitable for public procurement of ICT products and services in Europe



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## Foreword

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

| National transposition dates                                                           |                  |
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| Date of latest publication of new National Standard or endorsement of this EN (dop/e): | 30 November 2015 |
| Date of withdrawal of any conflicting National Standard (dow):                         | 30 November 2015 |

## 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 one of several deliverables that were prepared in response to Phase 2 of Mandate M 376 [i.3] from the European Commission to CEN, CENELEC and ETSI.

The primary objective of this proposal was to produce a European Standard (EN) (the present document) that sets out in a single source, detailed, practical and quantifiable functional accessibility requirements that take note of global initiatives in that field and which are applicable to all Information and Communication Technology (ICT) products and services identified in Phase I of the Mandate (ETSI TR 102 612 [i.9] and usable in public procurement.

As the present document is intended to be used for conformity assessment it follows the principles of ISO/IEC 17007 [i.14]. As required by that Guide, it clearly sets out the functional accessibility requirements in a manner that is free from subjective elements and identifies objective, concise and accurate test methods that are intended to produce unambiguous, repeatable and reproducible results.

The present document is supported by two Technical Reports. The first (ETSI TR 101 550 [i.7]) lists the standards and technical specifications used in the creation of the compliance requirements for accessibility set out in the present document. It also provides a source reference for other documents needed to implement the test procedures required by the present document.

The second Technical Report (ETSI TR 101 551 [i.8]) gives guidance to procurers on the award criteria relevant to each of the accessibility-related needs of ICT users in the products and services under consideration.

---

# 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 might be useful for other purposes such as procurement in the private sector.

The present document is intended to be used as the basis for an accessible ICT procurement toolkit. The present document will primarily be useful for public procurers to identify the requirements for their purchases, and also for manufacturers to employ it within their design, build and quality control procedures.

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.

The inherent nature of certain situations makes it impossible to make reliable and definitive statements that accessibility requirements have been met. In those situations therefore, the requirements in the present document are not applicable:

- when the product is in a failure, repair or maintenance state where the ordinary set of input or output functions are not available;
- during those parts of start-up, shutdown, and other state transitions that can be completed without user interaction.

NOTE 1: Even in the above situations, it is best practice to apply requirements in the present document wherever it is feasible and safe to do so.

NOTE 2: Compliance issues are covered in normative clause C.1.

---

## 2 References

### 2.1 Normative 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 reference document (including any amendments) applies.

Referenced documents which are not found to be publicly available in the expected location might be found at <http://docbox.etsi.org/Reference>.

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: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".                                      |
| [2] | ETSI ES 200 381-1: "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: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".  |
| [4] | W3C Recommendation (11 December 2008)/ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".                                               |

NOTE: Available at <http://www.w3.org/TR/WCAG20/>.