

Accessibility requirements for ICT products and services
(EN 301 549 V2.1.2 (2018-08))

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ÖVE/ÖNORM EN 301 549 V1.1.2:2015-06-01.

EN 301 549 V2.1.2 (2018-08)



Accessibility requirements for ICT products and services



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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.

The present document has been prepared under the Commission's standardisation request C(2017) 2585 final [i.27] to provide 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.

Once the present document is cited in the Official Journal of the European Union under that Directive, compliance 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 ETSI EN 301 549 [i.29] V1.1.2 (2015-04). The changes are limited to those necessary to comply with the requirements of a Harmonised Standard, inclusion of requirements for mobile applications, updating to reflect the state of the art in W3C WCAG, updating of clause 6.1, and corrections of errors.

National transposition dates	
Date of adoption of this EN:	24 August 2018
Date of latest announcement of this EN (doa):	30 November 2018
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	31 May 2019
Date of withdrawal of any conflicting National Standard (dow):	31 May 2020

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).

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Introduction

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

NOTE: The present document reflects the content of the W3C WCAG 2.1 Proposed Recommendation [5], which is expected to become the formal W3C WCAG 2.1 Recommendation.

The primary objective of Mandate M 376 was to produce a European Standard 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.

The European Standard prepared in response to Mandate M 376 is supported by three 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 European Standard. 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. The third Technical Report (ETSI TR 101 552 [i.30]) incorporates all information and documentation needed in the framework of the procurement process in order to allow conveying the assessment of accessibility via conformity with the functional accessibility requirements contained in the present document and with award criteria.

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 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.

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>'. Compliance is achieved either when the pre-condition is true and the corresponding test (in Annex C) is passed, or when the pre-condition is false (i.e. the pre-condition is not met or not valid).

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

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 2: 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.

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.

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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".