

Technical Attachment – Accessibility Services

1. Service Overview

AccessiWay, with the aim of improving the accessibility of websites and mobile applications and supporting clients in complying with industry regulations, provides Accessibility Services (hereinafter referred to as the “Service” or collectively the “Services”).

These Services are designed to assist clients, according to their specific needs, in enhancing the accessibility of their digital touchpoints.

2. Types of Services

Service	Description
UT5 – User Test 5	Usability testing service involving 5 individuals with disabilities interacting with real digital touchpoints. Results are shared via a PowerPoint report including recommended remediation actions.
UT3 – User Test 3	Same as above, but with 3 users with disabilities.
Accessibility Expert Time	Hourly technical and operational support provided by an AccessiWay Accessibility Expert via video call or email.
Application Accessibility Audit – Complete	Service that includes a complete audit of a client’s web app or mobile application with reference to WCAG 2.2 AA and the EN 301549 standard (hereinafter referred to as the “Standards”). The Service is limited to up to 20 representative templates. The audit is delivered in Word and Excel format, and includes all errors identified during the analysis phase, along with the corresponding solutions to be implemented in order to remediate the touchpoint.
Application Accessibility Audit – Critical Errors	Service that includes a complete audit of a client’s web app or mobile application against the Standards. The Service is limited to up to 20 representative templates. The audit is delivered in Word and Excel format, and includes only the reporting of critical and high-priority errors identified during the analysis phase, along with

	the corresponding solutions to be implemented in order to remediate the touchpoint.
Accessibility Retesting for Web and App	The service consists of a verification aimed at confirming the correction of the non-conformities identified during the audit, as well as the effective implementation of the related remediation solutions by the Client. The verification cannot be repeated and is conducted asynchronously on the corrections implemented by the Client, with reference to which the Client has requested the verification. Any additional verifications requested, relating to subsequent corrections, will be considered as a new Retesting activity.
WAA – Website Accessibility Audit – Critical Errors	Service that includes a complete audit of a website against the Standards. The Service is limited to up to 20 representative templates. The audit is delivered in Word and Excel format, and includes the reporting of critical and high-priority errors identified during the analysis phase, along with the corresponding solutions to be implemented in order to remediate the touchpoint.
WAA – Website Accessibility Audit – Complete	Service that includes a complete audit of a website against the Standards. The Service is limited to up to 20 representative templates. The audit is delivered in Word and Excel format, and includes all errors identified during the analysis phase, along with the corresponding solutions to be implemented in order to remediate the touchpoint.
Template Based Audit	Audit of individual templates (web pages, mobile screens, or Figma designs), reporting all issues and recommended fixes.
Template Based Retesting	One-time verification of remediated issues on a single template.
AST – Accessibility Statement / Conformance Report	Drafting of a document stating the accessibility status of the reviewed digital touchpoint, in accordance with national and EU regulations.

Accessibility Guidelines Booklet	A practical guide developed by AccessiWay accessibility experts, offering operational guidelines and best practices. One-time delivery.
Accessibility Governance	Included with the purchase of any Accessibility Services. Provides support in managing user or authority complaints regarding digital accessibility (non-legal assistance).
Essential Accessibility for Web	Includes accessibility statement drafting and annual governance support for a website.
Essential Accessibility for App	Same as above, but for an application.
Advanced Accessibility for Web	A complete web audit that delivers a report limited to critical errors, accessibility statement, annual governance support, and 1-hour technical presentation of the audit.
Advanced Accessibility for App	A complete app audit that delivers a report limited to critical errors, accessibility statement, annual governance support, and 1-hour technical presentation of the audit.
Full Accessibility for Website	A complete web audit that delivers a full report, retesting, accessibility statement, governance support, up to 3 hours of accessibility expert time, badge, and booklet.
Full Accessibility for App	Includes Complete App Audit, Retesting, accessibility statement, governance support, up to 3 hours of accessibility expert time, badge, and booklet.
VPAT – Web	Drafting of a document assessing a website’s compliance with U.S. accessibility standards (Section 508 and WCAG).
VPAT – App	Drafting of a document assessing a mobile or web app’s compliance with U.S. accessibility standards.
Dev and Design Starter	Includes an audit of up to 15 unpublished templates (web, app, or Figma) and up to 3 hours of support throughout the year for accessible design and development.
Dev and Design Plus	Audit of up to 35 unpublished templates and up to 6 hours of design and development support.

Dev and Design Flex	Custom audit package based on the number of templates requested, with up to 6 hours of support during the year.
Template Based Audit for Dev and Design	Accessibility audit of a single template (web page, app screen, or Figma mockup) during the design/development phase.
Template Based Retesting for Dev and Design	Verification that identified accessibility issues in a template have been corrected during the design/development phase.

3. Limitations

- WAA and AAA audits are limited to analysis of up to **20 representative templates**.
 - **Retesting and Accessibility Expert services are separate and cannot be exchanged or converted.**
 - **Accessibility Governance** does not constitute legal consulting.
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4. Service Specifications

Accessibility Services are provided to support clients in improving their digital touchpoints.

Due to the nature of these Services, **AccessiWay requires full cooperation from the Client** to ensure proper service delivery.