

# Accessibility Statement

COSMOTE Telekom is committed to ensuring the accessibility of the website <https://securevpnaccess.otenet.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 Telekom, 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 website <https://securevpnaccess.otenet.gr/>. COSMOTE Telekom is not responsible for the accessibility of third-party websites that may be accessed through hyperlinks on our site.

## Compliance Status

COSMOTE Telekom 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 Telekom 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 <https://securevpnaccess.otenet.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 – Secure VPN portal**. We aim to respond within five (5) business days unless additional time is required to investigate the matter.

## Limitations and Alternatives

The existing limitations of the Secure VPN page have already been identified and documented by the software development team. A systematic effort is currently underway to resolve all known accessibility issues, with the objective of improving the overall user experience.

## Updates to the Accessibility Statement

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