

Accessibility Statement

COSMOTE is committed to ensuring the accessibility of the website cosmotefilebackup.gr /COSMOTE File Backup application, 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, 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 cosmotefilebackup.gr / COSMOTE File Backup application. COSMOTE is not responsible for the accessibility of third-party websites that may be accessed through hyperlinks on our site.

Compliance Status

COSMOTE 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 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/application.
- **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 cosmotefilebackup.gr and COSMOTE File Backup application. If you encounter any issues or have suggestions for improvement, please contact us at: accessibility@cosmote.gr with the subject line: **Accessibility Feedback** – website cosmotefilebackup.gr and COSMOTE File Backup application. We aim to respond within five (5) business days unless additional time is required to investigate the matter.

System Compatibility

Our website/application has been designed to be compatible with the following systems:

- **Browsers:** Firefox, Safari, Edge, Chrome

Limitations and Alternatives

Despite our ongoing efforts to ensure accessibility, certain limitations may persist. Below are specific examples, along with justification for their current unresolved status and suggested alternatives:

- **Navigating must not trigger any unexpected change of context:**
 - *Justification for Unresolved Issue: The site relies on navigation-driven context changes (such as redirects or modal transitions) to support the workflows. Modifying this behavior would disrupt standard use cases and user expectations.*
 - *Suggested Alternative: Users relying on assistive technologies can enable announcements or focus indicators within their screen reader settings to detect context changes.*
- **Every image must be coded as either meaningful or decorative:**
 - *Justification for Unresolved Issue: Due to limited images and current design constraints, not all images have been semantically classified.*
 - *Suggested Alternative: Users of assistive technologies can adjust their screen reader verbosity settings to skip over untagged or non-essential elements. This can reduce confusion when encountering images that lack alternative text or semantic roles.*
- **Color must not be used as the only visual means for conveying meaning:**
 - *Justification for Unresolved Issue: Introducing additional non-color cues (icons, text labels) across all components is not feasible at this stage without a comprehensive design overhaul.*
 - *Suggested Alternative: Users with color vision deficiencies can use built-in operating system or browser accessibility features, such as high contrast mode or custom color filters, to distinguish elements more effectively. Additionally, screen readers can often interpret context when color is combined with proper semantic markup (e.g., ARIA roles or live regions).*
- **Web content must not be locked to a particular screen orientation:**
 - *Justification for Unresolved Issue: The application is designed and optimized specifically for a single screen orientation to support layouts, visualizations, or workflows that are not usable or practical in the alternate orientation.*
 - *Suggested Alternative: Users can lock their device orientation manually using system settings to match the app's supported mode. Assistive technologies such as screen readers and magnifiers typically adjust to the fixed orientation, ensuring continued usability, despite the limitation.*

Updates to the Accessibility Statement

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