

Accessibility Statement

Italo S.p.A. is committed to making its mobile application accessible, in accordance with Law No. 4 of January 9, 2004. This accessibility statement applies to the Italo mobile application.

Compliance status

This application is partially compliant with the requirements set out in Annex A of the UNI CEI EN 301549 standard, due to the instances of non-compliance and/or exemptions listed below. The accessibility assessment covered exclusively the functionalities and content within the aforementioned application, excluding external components provided by third-party companies that cannot be directly modified by the platform.

Non-accessible content

The content listed below is not accessible due to the following instances of non-compliance with Law No. 4 of January 9, 2004:

- **C.10 Non-web documents:** Some downloadable PDFs are not fully accessible;
- **C.11.1.1 Non-text content (Level A):** Not all images and icons used within the application have a text alternative or a meaningful text alternative;
- **C.11.1.4.3 Contrast (Minimum) (Level AA):** The color contrast used during the ticket booking process is not always adequate;
- **C.11.2.1.1 Keyboard (Level A):** The “date selection” field in the train ticket search form on the mobile application homepage does not appear to be selectable using keyboard navigation;
- **C.11.2.4.1 Bypass Blocks (Level A):** There are no consistent mechanisms that allow users to reach the main content of the page;
- **C.11.2.4.3 Focus Order (Level A):** On some pages, the order in which keyboard focus moves is not predictable: interactive elements that are visually hidden may also receive focus;
- **C.11.2.4.7 Focus Visible (Level AA):** Some interactive components (e.g. passenger data entry, registration form, authentication within the mobile application) do not have a visible focus state;

- **C.11.2.5.3 Label in Name (Level A):** Not all visible elements (buttons) have consistency between their visible label and accessible name;
- **C.11.3.3.2 Labels or Instructions (Level A):** In some forms (e.g. registration form, passenger data entry, authentication within the mobile application), form fields do not have a visible label;
- **C.11.7 User Preferences:** The application does not respect user preferences, such as dark mode or custom fonts.

Italo S.p.A. is working with the support of accessibility experts to address the identified instances of non-compliance and, in the meantime, is also defining specific mitigation measures.

Preparation of this accessibility statement

This statement was drafted on September 21, 2026.

The statement was prepared both through self-assessment and through evaluation carried out by third parties.

Reporting accessibility problems with this website

If you find any problems that are not listed on this page or you think we are not meeting the accessibility requirements, email us at: italo@pec.ntvspa.it

In the email you must include:

- Name and surname;
- Address of the web page or sections of the site that are the subject of the report;
- Clear and concise description of the encountered problem;
- Screenshot of the encountered problem (if applicable);
- Tools used during navigation like operating system version, browser version, assistive technologies used (if applicable).

Sending reports to AgID

In the event of an unsatisfactory response or failure to respond within thirty days to the notification or request, the interested party may submit a report using the method indicated on the [sito istituzionale di AgID](#).

Information about the mobile application

1. Application publication date:

- a. iOS application: **January 28, 2014**
 - b. Android application: **October 25, 2016**
- 2. Have usability tests been carried out? **Yes**
- 3. Content Management System (CMS) used: **Sitecore**
- 4. The mobile application supports the following operating systems:
 - a. iOS
 - b. Android

Structure Informations

- 1. Number of employees with disabilities as of 21/09/2026: 18
- 2. Number of workstations for employees with disabilities as of 21/09/2026:
18