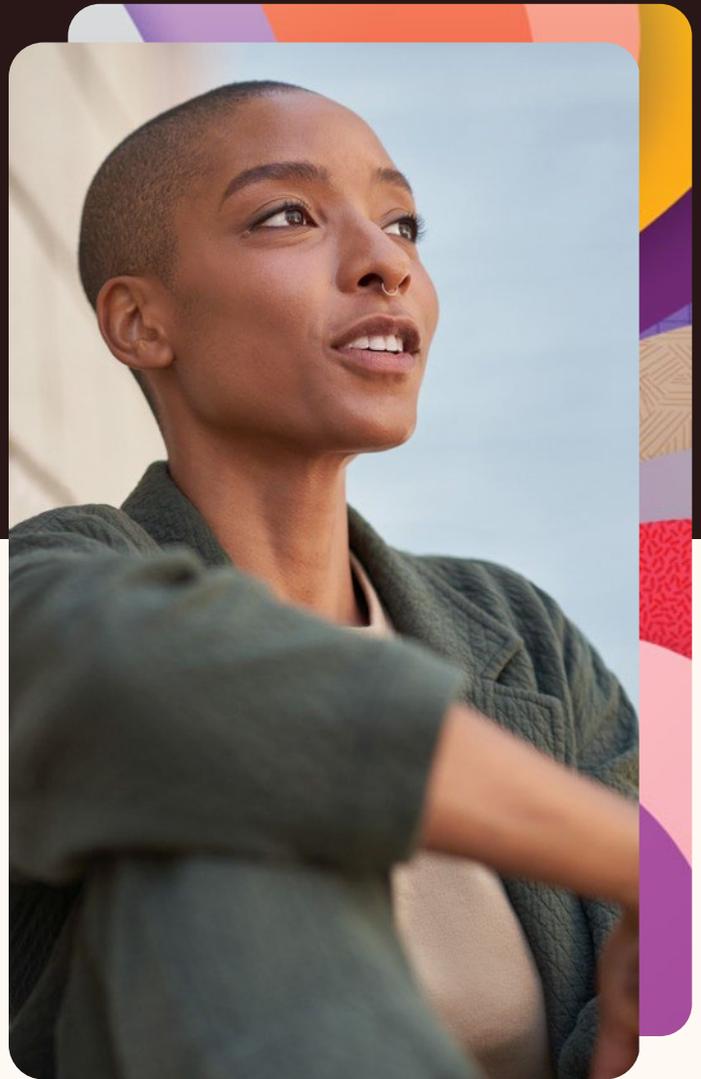


# The European Accessibility Act (EAA)



## Our commitment

Microsoft is committed to meeting European Accessibility Act (EAA) requirements. Microsoft has been actively engaged in policy dialogues since the EAA's introduction in December 2015 and actively maintains alignment with evolving EAA standards. As one of the first major technology companies to implement a comprehensive, company-wide Accessibility Evolution Model, Microsoft is well-positioned to support customers and partners in their accessibility journeys.

Microsoft's dedication to designing for over 1.3+ billion people with disabilities is evident in its Inclusive Design principles and Accessibility Insights tool, which help customers and partners worldwide enhance their accessibility efforts.

Cross-functional working groups continuously assess standards conformance and engineering practices to maintain alignment with EAA requirements.

Accessibility is a journey with no finish line, and Microsoft believes in a shared, ongoing responsibility – one that requires continuous learning, agility, and accountability across all teams – to maintain compliance and equal access for everyone.

## For Regulators

Compliance with the EAA will be monitored and enforced by regulatory bodies designated by each individual EU Member State.

# The European Accessibility Act Overview

**The EAA sets minimum accessibility requirements that products and services must meet and maintain, ensuring equal access and consistent accessibility across the EU beginning June 28, 2025.**

While the Act is an EU law, its effect will go beyond the geographic boundaries of the EU. It will apply to companies that operate in other countries, including the United States, that wish to place products on the EU market.

## Covered products and services

The EAA applies to several everyday products and services, including:

- **Consumer General-Purpose Computing Systems:** This includes both the hardware and operating systems used by consumers.
- **Consumer Equipment for Electronic Communications:** Devices primarily used to access electronic communications services.
- **Consumer Equipment used for Audiovisual Media Services:** Devices used mainly to access audiovisual media services.
- **Self-Service Terminals:** This includes payment terminals, automated teller machines (ATMs), ticketing machines, check-in machines, and interactive self-service terminals providing transportation information.
- **E-Reader Devices:** Devices used for reading electronic books.
- **Consumer Electronic Communications Services:** This includes services providing access to electronic communications, including emergency communications.
- **Consumer Audiovisual Media Services:** Services providing access to audiovisual media.
- **Consumer E-Commerce Services:** Online services for purchasing goods and services.
- **Passenger Transport Services:** This includes air, bus, rail, and waterborne transport services, covering electronic tickets and real-time travel information.
- **Consumer Banking Services:** Services provided by banks to consumers.
- **E-Books:** Digital books accessible to consumers.



For more information on Microsoft's commitment to accessibility visit [Microsoft.com/accessibility](https://www.microsoft.com/accessibility).

# Resources

## Ask the Expert

We built a [Copilot-powered agent](#) to answer accessibility regulation questions clearly and consistently. Now, customers are building their own agents using their data to get ready for EAA. Contact us at [aka.ms/AskGCAP](https://aka.ms/AskGCAP) for more customer solutions.

## Industry Expertise

Announcing the latest in accessible solutions. The [Accessibility Advantage](#) takes customers deep into specific industries. Our industry whitepapers translate the responsibility of accessibility into business opportunities.

## Strategic Framework

Accessibility is a journey. Our [Horizon Model](#) helps you plan for long-term growth by investing in people, accessible tech, and innovation.

## Inclusive Design

Start early. Our [Inclusive Design Framework](#) helps you reduce rework, improve usability, and build products that work for everyone.

## Accessibility Insights

Our free, open-source tool, [Accessibility Insights](#), helps teams find and fix accessibility issues fast. It integrates with GitHub and Azure Boards and supports three flexible testing modes.

## Accessible Packaging

Find out what happens when passionate designers innovate for all in the [Creating Accessible Packaging: An Inclusive Design Guide](#).

## Grow Your Skills

[Learn more about accessibility](#) and the EAA with on-demand learning opportunities.

## Customer Support

[Get support](#) to help resolve issues relating to assistive technology, as well as find conformance documentation

