IFT's Telecom Accessibility Guidelines — Mexico's Regulator Audits Operator Websites, Contracts and Service Centres Against WCAG 2.1

Digital Inclusion · Good practice · Mexico

Quality score: 68/100

Evidence strength: Moderate

Summary

Mexico's telecom regulator obliged operators to make websites, tariffs, contracts and service centres accessible to disabled users, then audited them yearly against WCAG 2.1 with blind testers. Web compliance stalled near 70–72%.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-12

Instituto Federal de Telecomunicaciones (IFT) — accessed 2026-11-12

IFT press release 78/2019 — second accessibility report — accessed 2026-11-12

IFT second accessibility report (2019) — accessed 2026-11-12

DPL News — 70% of operators meet accessibility (third report, 2020) — accessed 2026-11-12

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