

TestDevLab's Cross-Baltic WCAG Audit of Telecom Operators — Diagnosing the Accessibility Gap Ahead of the EU Accessibility Act

Digital Inclusion · Good practice · Latvia

Quality score: 68/100

Evidence strength: Observational / pre–post

Summary

Riga-based QA firm TestDevLab audited four leading Baltic telecom operators against WCAG 2.1 AA ahead of the EU Accessibility Act, finding perceivability issues caused 42.9% of errors — a replicable sector-wide diagnostic model.

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 2026-09-22

[TestDevLab](#) — accessed 2026-09-22

[TestDevLab whitepaper](#) — accessed 2026-09-22

[LSM.lv coverage](#) — accessed 2026-09-22

Cite this — Evidoria. *TestDevLab's Cross-Baltic WCAG Audit of Telecom Operators — Diagnosing the Accessibility Gap Ahead of the EU Accessibility Act*. Persistent ID: 3b78f136-99b9-40a2-8448-1c988ca2c315.