

Microsec Ltd.

Information for disabled people

On facilitating the use of services

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1 Services

1.1 Identification data of service provider

Name of company:	Microsec Ltd.		
Registered address:	1033 Budapest, Ángel sanz Briz út 13.		
Company registration number:	01-10-047218		
Phone number:	+36 (1) 505-4444	Fax number:	+36 (1) 505-4445
Website:	www.microsec.hu , www.e-szigno.hu		

1.2 Aim of service provider

Microsec Ltd. strives to ensure equal opportunity access to the services provided by the company to the highest possible standards.

In order to establish equal opportunities regarding the service, the company applies every possible and reasonable measure to make its services available without obstructions to disabled people as well. It is especially important for us to ensure that our disabled clients receive services, which are adapted to their special needs, of the same quality as those for our other clients.

Microsec Ltd. cooperates with clients in order to guarantee them an administrative process which is the most suitable for their personal needs within the framework determined by the certification practice statements of the company.

The certification practice statements of Microsec Ltd. are available via the link below:

<https://e-szigno.hu/letoltesek/dokumentumok-es-szabalyzatok/>

2 Measures regarding equal opportunities

The Service Provider supports the use of services with equal opportunities via the following measures:

- a) operation of a customer service office in a barrier-free building;
- b) operation of a call centre;
- c) providing an opportunity for personal administration following a previous agreement on the date;
- d) administration via an authorised representative, except in cases of obligatory personal registration required by the regulations of the Service Provider;
- e) facilitating the barrier-free use of the website;
- f) providing the opportunity for on-site administration.

2.1 Call centre

The Service Provider established a call centre to facilitate keeping contact with and communication for disabled people.

The call centre provides general information regarding the questions about the services, and also support in solving technical problems.

Our call centre is available on working days between 8:30 a.m. and 4:30 p.m. via the following phone number: (+36-1) 505-4444.

2.2 Barrier-free customer service office

The customer service office of the Service Provider can be accessed easily by clients with reduced mobility.

The office, which can be found on the ground floor of Building C in Graphisoft Park, Southern Area.

(1033 Budapest, Ángel Sanz Briz út 13.) is barrier-free, the entrance door of the building and the interior doors are step-free. In addition, a barrier-free toilet can be found on the ground floor of the building.

2.3 Signing a contract

In order to support visually impaired people, the Service Provider also accepts contracts signed by authorised representatives, if representation is based on an authorisation which meets the required formal criteria.

2.4 Personal administration

In a certain group of cases, the Service Provider allows for personal administration for its clients by prior appointment. Such cases are, for example, the personal submission of requests, or the takeover of devices provided by the Service Provider. The Service Provider provides a separate meeting room for personal administration.

For an extra fee, which is determined in the price list (<https://e-szigno.hu/arlista/>), on-site administration can also be requested for personal administration at a desired location.

2.5 Barrier-free website

Regarding the structure and the visual elements of the website, the Service Provider applies solutions which support disabled people.

Navigating the website is not influenced by the colours used on the pages. The foreground and the background can be clearly distinguished, and the information pages appear with a white background and black letters, ensuring the appropriate contrast rate.

In order to support the visually impaired, text or represented as images can be re-sized to at least 200% without losing content or functionality and without applying a utility tool. The text is not justified and it is aligned to the left margin. The line spacing is at least one and a half, and the paragraph spacing is at least one and a half times bigger than line spacing. The

website of the Service Provider supports the use of screen magnifier programmes.

During the use of the e-signature function, which is available on the website, for example when submitting orders electronically, hearing is not necessary to enter the PIN code. Entering the code can also be perceived on the screen.

The website does not display content known to cause epileptic seizure or which blink more than three times per second.

On the request pages, where the user has to type in a text, the Service Provider applies input support, which helps to avoid errors. The website also performs error identification. When an input error can be detected automatically, it identifies the incorrect item, and the user receives a written description of the error. The correction of the detected errors is ensured for the users.