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**Ergonomics of human-system  
interaction —**

**Part 20:  
Accessibility guidelines for  
information/communication technology  
(ICT) equipment and services**

*Ergonomie de l'interaction homme-système —*

*Partie 20: Lignes directrices sur l'accessibilité de l'équipement et des  
services des technologies de l'information et de la communication (TIC)*



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