# Voluntary Product Accessibility Template (VPAT)
## Section 508 Compliance

# INTERNET PROTOCOL VOICE SERVICE (IPVS)

## Enterprise Infrastructure Solutions (EIS)

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The policy of Core Technologies, Inc. (CTI) is to incorporate the highest level of universal accessibility and usability into all solutions provided to federal customer agencies. CTI supports accessibility legislation and statues including Section 508 of the Rehabilitation Act of 1973 as well as Federal Acquisition Regulations (FAR) Part 39.2 Electronic and Information Technology and Section C.4.2 of the EIS RFP.

| SUMMARY TABLE | | |
|---|---|---|
| Criteria | Supporting Features | Remarks and Explanations |
| Section 1194.21 Software Applications and Operating Systems. | Not Applicable | |
| Section 1194.22 Web-based Intranet and Internet Information and Applications. | Not Applicable | |
| Section 1194.23 Telecommunications Products. | Supports with Exceptions | Refer to table 1194.23. |
| Section 1194.31 Functional Performance Criteria. | Not Applicable | |
| Section 1194.41 Information, Documentation, and Support. | Supports | Refer to table 1194.41. |

## Section 1194.21 Software Applications and Operating Systems - Detail

| Criteria | Supporting Features | Remarks and Explanations |
|---|---|---|
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Not Applicable | |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Not Applicable | |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | Not Applicable | |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Not Applicable | |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Not Applicable | |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Not Applicable | |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Not Applicable | |
| (h) When animation is displayed, the information shall be displayable in at least one | Not Applicable | |

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| non-animated presentation mode at the option of the user. | | |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Not Applicable | |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Not Applicable | |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Not Applicable | |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Not Applicable | |

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Maximizing Business Communications

## Section 1194.22 Web-based Intranet & Internet information & Applications - Detail

| Criteria | Supporting Features | Remarks and Explanations |
|---|---|---|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Not Applicable | |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Not Applicable | |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Not Applicable | |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not Applicable | |
| (g) Row and column headers shall be identified for data tables. | Not Applicable | |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | Not Applicable | |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Not Applicable | |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Not Applicable | |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not Applicable | |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. | Not Applicable | |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the | Not Applicable | |

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| page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l). | | |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Not Applicable | |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not Applicable | |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | |

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## Section 1194.23 Telecommunications Products - Detail

| Criteria | Supporting Features | Remarks and Explanations |
|---|---|---|
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable | |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Not Applicable | |
| (c) Voicemail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Not Applicable | |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Not Applicable | |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Not Applicable | |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | Not Applicable | |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Not Applicable | |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | Not Applicable | |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to | Not Applicable | |

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| the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | | |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | Supports | Data services are non-proprietary, pass through cross-manufacturer, industry standard codes and translation protocols in a useable format. Technologies that use encoding, signal compression, format transformation, or similar techniques either do not remove information needed for access or restore it upon delivery. |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | Not Applicable | |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | Not Applicable | |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | Not Applicable | |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | Not Applicable | |

| Section 1194.31 Functional Performance Criteria – Detail | | |
|---|---|---|
| Criteria | Supporting Features | Remarks and Explanations |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Not Applicable | |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Not Applicable | |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided. | Not Applicable | |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Not Applicable | |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Not Applicable | |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Not Applicable | |

## Section 1194.41 Information, Documentation and Support – Detail

| Criteria | Supporting Features | Remarks and Explanations |
|---|---|---|
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supports | CTI provides any accessibility documentation as needed upon request. |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supports | CTI provides any accessibility documentation as needed upon request. |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | CTI conforms through equal facilitation. Customers may reach a CTI or one of our partners' Customer Service Representatives via phone, email, web or BSS. All technical support cases can be submitted through email, web, or BSS. |