

Voluntary Product Accessibility Template – Managed Services: Managed Network, Web Conferencing, Unified Communications, Managed Trusted Internet Protocol, Managed Security, Managed Mobility, Audio conferencing, Video Teleconferencing, Intrusion Prevention Security.

Summary Table: Voluntary Product Accessibility Template – Managed Services

Criteria	Level of Support & Supporting Features	Remarks and Explanations
1194.21 Software Applications and Operating Systems.	Partially Supports	See details in the Software Applications and Operating Systems table
1194.22 Web-Based Intranet and Internet Information and Applications.	Partially Supports	See details in Web-Based Intranet and Internet Information and Applications table
1194.23 Telecommunications Products.	Partially Supports	See details in the Telecommunications Products table
1194.31 Functional Performance Criteria.	Partially Supports	See details in the Functional Performance Criteria table
1194.41 Information, Documentation, and Support.	Fully Supports	See details in the Information, Documentation, and Support table

Section 1194.21: Software Applications and Operating Systems

Criteria	Level of Support & 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.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services support software products that have functions that are executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

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Section 1194.21: Software Applications and Operating Systems

Criteria	Level of Support & Supporting Features	Remarks and Explanations
<p>(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.</p>	<p>Partially Supported</p>	<p>This is not a direct function of Managed Services, however, the provided Managed Services support (do not disrupt or disable) applications that incorporate industry standard accessibility features.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>N/A, This is not a function of Managed Services</p>
<p>(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.</p>	<p>Partially Supported</p>	<p>This is not a direct function of Managed Services, however, the provided Managed Services support applications that provide information about a user interface element including the identity, operation and state of the element shall be available to assistive technology.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>N/A, This is not a function of Managed Services</p>

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Section 1194.21: Software Applications and Operating Systems

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(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	N/A, This is not a function of Managed Services
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	N/A, This is not a function of Managed Services
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services

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1194.22: Web-Based Intranet and Internet Information and Applications

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (<i>e.g.</i> , via “alt”, “longdesc”, or in element content).	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services support applications that provide text equivalents for every non-text elements.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	N/A, This is not a function of Managed Services
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services support web pages that are designed so that all information conveyed with color is also available without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Fully Supported	All Managed Services documentation is organized so that they are readable without requiring an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(g) Row and column headers shall be identified for data tables.	Not Applicable	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services

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1194.22: Web-Based Intranet and Internet Information and Applications

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services
(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 page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	N/A, This is not a function of Managed Services
(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	N/A, This is not a function of Managed Services

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1194.22: Web-Based Intranet and Internet Information and Applications

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	N/A, This is not a function of Managed Services
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	N/A, This is not a function of Managed Services

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1194.23: Telecommunications Products.

Criteria	Level of Support & Supporting Features	Remarks and Explanations
<p>(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.</p>	<p>Partially Supported</p>	<p>Several of the provided Managed Services' supporting telecommunications products that provide voice communications and which do not themselves provide a TTY functionality provide a standard non-acoustic connection point for TTYs.</p>
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Partially Supported</p>	<p>Several of the provided Managed Services' supporting telecommunications products that include voice communication functionality support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Fully Supported</p>	<p>The provided Managed Services provide voice mail, auto-attendant, and interactive voice response telecommunications systems that are useable by TTY users, where applicable.</p>
<p>(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.</p>	<p>Partially Supported</p>	<p>Many of the provided Managed Services supports systems that require a response from a user within a time interval give alerts when the time interval is about to run out and allows the user to indicate that more time is needed.</p>

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1194.23: Telecommunications Products.

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Fully Supported	The provided Managed Services provide caller identification functions available for TTY users and users who cannot see displays.
(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.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services support systems that provide a gain adjustable up to a minimum of 20dB
(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.	Partially Supported	Many of the provided Managed Services' telecommunications products allow a user to adjust the receive volume, and allow for the automatic reset of the volume to default level after each use.
(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.	Partially Supported	Many of the Managed Services telecommunication products that deliver output by an audio transducer also provide a means for effective magnetic wireless coupling to hearing technologies.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Fully Supported	The provided Managed Services create minimum interference to hearing assistive technologies.

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1194.23: Telecommunications Products.

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(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.	Fully Supported	The provided Managed Services 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.
(k) Products which have mechanically operated controls or keys, shall comply with the following:		
(K1) Controls and keys shall be tactilely discernible without activating the controls or keys.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide tactically discernible control keys, where applicable.
(K2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide control keys that are operable with one hand, where applicable.
(K3) 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.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide user-adjustable control key repeat rate, where applicable.

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1194.23: Telecommunications Products.

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(K4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Partially Supported	This is not a direct function of Managed Services, however, the provided Managed Services supports products that provide locking or toggle control keys that are visually discernible either through touch or sound, where applicable.

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1194.31: Functional Performance Criteria.

Criteria	Level of Support & 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.	Partially Supported	These functions are device and system specific, but are supported by the provided Managed Services.
(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.	Partially Supported	These functions are device and system specific, but are supported by the provided Managed Services.
(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.	Partially Supported	These functions are device and system specific, but are supported by the provided Managed Services.
(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.	Partially Supported	These functions are device and system specific, but are supported by the provided Managed Services.
(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.	Partially Supported	These functions are device and system specific, but are supported by the provided Managed Services.

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1194.41 Information, Documentation, and Support.

Criteria	Level of Support & 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.	Fully Supported	Product support documentation provided to end-users is available in alternate formats upon request, at no additional charge.
(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.	Fully Supported	End-users 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.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Fully Supported	Support services for products accommodate the communication needs of end-users with disabilities.