

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: August 25, 2017

Name of Product: Level 3 Communications EIS Customer Portal

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Summary Table

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Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports with Exceptions

Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
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Section 1194.41 Information, Documentation and Support	Applicable	Supports

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Section 1194.21 Software Applications and Operating Systems – Detail

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<i>Criteria</i>	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.	Supports with Exceptions	Not all EIS Customer Portal functionality is accessible via the keyboard.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those	Supports	Portal applications do not disrupt or disable activated features of other products or operating systems that are identified as accessibility features

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.		
(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.	Supports	Current focus in the EIS Portal is well-defined, and Assistive Technology can track the focus and focus changes. Job Access With Speech (JAWS) to allow the visually impaired users to successfully use the portal.
(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.	Supports	Assistive Technology (JAWS) can read user interface elements including the identity, operation and state of them. And images are defined with text in the EIS Portal
(e) When bitmap images are used to identify	Supports	The bitmap images used in the EIS Portal are consistent

controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		throughout the entire application.
(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.	Supports	Textual information in the EIS Portal is provided through operating system functions for displaying text. Assistive technology (JAWS) can also read the information.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	When the EIS Portal is activated or users use the portal, the portal won't disrupt or disable user selected contrast and color selections and other individual display attributes.
(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	The EIS Portal does not use animation.
(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.	Supports	Color-coding is not the only means of conveying information. When there are color coded fields in the portal, additional information is provided. For example, a red cancel button has both the color red, and the word "cancel".
(j) When a product permits a user to adjust color and contrast	Not Applicable	The EIS Portal does not permit the user to adjust color and contrast settings.

settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		
(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.	Supports	The EIS Portal does not have an element with flash or blink.
(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.	Supports	Assistive Technology (JAWS) can read the information, field elements, and functionality required for completion and submission of the electronic form, including all directions and cues from the portal.

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Section 1194.22 Web-based Internet information and applications – Detail

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<i>Criteria</i>	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).	Supports	Images that convey important information have text that explains the purpose or meaning of the image in the portal. There are a few bullets accompanied with the picture that explains what is being displayed.

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The EIS Customer Portal does not use any multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Information and instructions in the EIS Portal are not communicated only through color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents in the portal are displayed and formatted in an organized manor, without requiring a style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The EIS Portal does not contain any image maps.
(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	The EIS Portal does not contain any image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are identified for portal data tables.
(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.	Supports	For "complex" tables, where tables have structural divisions beyond those implicit in the rows and columns, the EIS Portal must use appropriate markup to identify those divisions.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	No frames within the EIS Portal.

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The EIS Portal does not contain blinking or flashing objects.
(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.	Supports	
(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.	Supports	Applets or plug-in applications are not necessary within the EIS Portal.
(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	Applets or plug-ins are not utilized within the portal.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access	Supports	

the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The EIS Portal must allow for users to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	A timed response is required in the EIS Portal, the user is alerted and given sufficient time to indicate more time is needed.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.31 Functional Performance Criteria – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided,	Not Applicable	

or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(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.	Supports	<p>Portal content supports scaling for low vision users.</p> <p>Information and prompts are not conveyed through color alone.</p>
(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	Supports	EIS Customer Portal does not require the use of audio components to retrieve information.
(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.	Supports	EIS Customer Portal does not require users to perceive audio information for use.
(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.	Supports	EIS Customer Portal does not require users to produce speech for use.
(f) At least one mode of operation and information retrieval that does not require	Supports with Exceptions	Some portal dropdowns do not allow full keyboard navigation to list options.

fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
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Section 1194.41 Information, Documentation and Support – Detail

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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	EIS Customer Portal provides alternative documentation formats to users on request, free of 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.	Supports	EIS Customer Portal provides descriptions of the accessibility and compatibility of products in alternate methods, upon request and at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	EIS Customer Portal provides support for users with hearing impairments via relay services and customer service support.

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