

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

Date: 8/29/2024

Name of Product: Customer Data Exchange (CDX)

Contact for more Information (name/phone/email):

eis-508-compliance@verizon.com or Donna Monk (703-817-6959)

Summary Table

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	-
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports
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	-
Section 1194.26 Desktop and Portable Computers	Not Applicable	-
Section 1194.31 Functional Performance Criteria	Applicable	Supports
Section 1194.41 Information, Documentation and Support	Applicable	Supports

[Return to the top of the page.](#)

**Section 1194.22 Web-based Internet
information and applications –
Detail VPAT™
Voluntary Product Accessibility Template®**

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).	Supports	Images and buttons have alternative text descriptions.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Customer Data Exchange (CDX) does not utilize 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	CDX does not use color as the sole means of communicating.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	CDX supports stylesheet requirements for readability.
(e) Redundant text links shall be provided for each active region of a	Not Applicable	

server-side image map.		CDX does not utilize server-side 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	CDX does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Tables and grids are marked up for reading by assistive technology.
(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	CDX not use tables with multiple levels of headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	CDX does not use frames or i-frames.
(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	CDX does not utilize flashing or flickering elements.
(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	Not Applicable	CDX does not require text-only alternative pages to meet compliance.

be updated whenever the primary page changes.		
(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	CDX uses scripts that are accessible to assistive technology.
(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	CDX does not use plugins.
(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.	Supports	Form elements and controls have programmatic labels which include all directions and cues. Field error messages and alerts are called out for assistive technology.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Pages have landmark region markup to allow users to bypass banner links and repetitive links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	CDX allows system-wide timeout requirements to be set on a per-user basis.

--	--	--

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.

[Return to the top of the page.](#)

<p>Section 1194.31 Functional Performance</p> <p>Criteria – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<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, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	<p>Form elements and controls are programmatically identified for assistive technology.</p> <p>Name, role, and state information are provided for dynamic content such as tree views and toggle buttons.</p>

<p>(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</p>	<p>Supports</p>	<p>Content supports scaling for low vision users.</p> <p>Information and prompts are not conveyed only through color</p>
---	-----------------	--

<p>working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>		<p>alone.</p>
<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</p>	<p>Not applicable</p>	<p>CDX does not require users to perceive audio information for use.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>CDX does not require users to perceive audio information for use.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>CDX does not require users to produce speech for use.</p>

<p>(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.</p>	<p>Supports</p>	<p>Content and controls are keyboard accessible.</p>
--	-----------------	--

[Return to the top of the page.](#)

**Section 1194.41 Information, Documentation
and Support – Detail**

VPAT™

Voluntary Product Accessibility Template®

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	CDX 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	CDX 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	CDX provides support for users with hearing impairments via relay services and customer service support.

[Return to the top of the page.](#)

