

Voluntary Product Accessibility Template
for Web Application



Summary

Column one includes all the Sections of the Standard that may apply to any deliverable. The total number of provisions within each Section of the Standard is shown in parentheses.

Column two identifies the total number of provisions that typically apply to a deliverable of this type. Some of these may not be features of the vendor's deliverable. Conversely, others not noted may be features of the vendor's deliverable. If the deliverable includes additional features, the accessibility of these features must also be considered.

Column three is for general notes about the Sections of the Standard. Some apply to all deliverables and some are specific to the deliverable.

Column four is a summary of the vendor's response to applicable provisions and additional deliverable features from the Sections of the Standard.

Column five is where the vendor can note explanations for any of the preceding columns, e.g. there are differences between expected applicable provisions and actual product features.

CFR 1194 Standard Sections	Total Number of Applicable Provisions	Notes	Total Number of Supported Provisions			Please explain
			Fully	Partial	Not	
Section 1194.21 Software Applications and Operating Systems (12 provisions)	12	If the Webapp includes software applications, such as Browsers, Plug-ins, extensions, etc, then this Section applies.	12			
Section 1194.22 Web-based Internet Information and Applications (16 provisions)	16	This Section applies to Webapps.	16			
Section 1194.23 Telecommunications Products (14 provisions)	0	If the Webapp involves VoIP and telephony, these should be considered as separate EIT deliverables.				Not Applicable
Section 1194.24 Video and Multi-media Products (5 provisions)	3	Webapps can include video and multi-media productions.				Not Applicable. Web-app does not contain videos or multi-media productions.
Section 1194.25 Self-Contained, Closed Products (13 provisions)	0					Not Applicable
Section 1194.26 Desktop and Portable Computers (4 provisions)	0					Not Applicable
Section 1194.31 Functional Performance Criteria (6 provisions)	6	Functional performance criteria always apply.	6			
Section 1194.41 Information, documentation, and support (3 provisions)	3	If information, documentation, and support are to be provided by the vendor, then this Section applies.	3			

Subpart B – Technical Standards

Note: If there is a possibility that the provision applies, the default value is “Yes”

Column one is the full text of the provision from the Standard.

Column two documents the agency’s accessibility requirement based on common characteristics of the EIT deliverable. Place a Yes or No in this column based on program need and actual characteristics of your expected deliverable (i.e., Is this provision seen as applicable to the expected deliverable?)

Column three provides explanatory information about the provision to help both the agency in determining applicability and the vendor in providing accessibility information.

Column four is for the vendor to check off whether the deliverable meets, partially meets or does not meet the specific provision.

Column five is for the vendor to provide an explanation of how the deliverable meets or does not meet the specific provision. It is also an opportunity to explain why a deliverable does not have an applicable feature or why it has a feature that was not identified as applicable.

Section 1194.21 Software Applications and Operating Systems

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	Yes	This applies to QWERTY keyboards.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.21 Software Applications and Operating Systems

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	In this requirement, the term "bitmap" refers to a broad number of image formats, such as .bmp, .gif, .jpeg, .tiff and .svg.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.21 Software Applications and Operating Systems

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Yes	Self-scrolling and moving text are considered animation.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	This requirement is also addressed in provision 1194.25(g).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	See www.lighthouse.org/color_contrast.htm . This requirement is also addressed in provision 1194.25(h).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	Other elements include turning graphics on and off or changing between images. This requirement is also addressed in provisions 1194.22(j) and 1194.25(i).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	This requirement is also addressed in provision 1194.22(n).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.22 Web-based Intranet and Internet Information and Applications

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(g) Row and column headers shall be identified for data tables.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.22 Web-based Intranet and Internet Information and Applications

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Yes	This requirement is also addressed in provisions 1194.21(k) and 1194.25(i).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes	This should only be used as a last resort.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.22 Web-based Intranet and Internet Information and Applications

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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 Section 1194.21 (a) through (l).	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Yes	This requirement is also addressed in provision 1194.25(b).	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.23 Telecommunications Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.23 Telecommunications Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.23 Telecommunications Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.24 Video and Multimedia Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	Yes	Web applications sometimes include video productions.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.24 Video and Multimedia Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Yes	Web applications sometimes include video productions.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Yes	Web applications sometimes include video productions.	<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.25 Self-Contained, Closed Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.25 Self-Contained, Closed Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.25 Self-Contained, Closed Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(j)(1) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.25 Self-Contained, Closed Products

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
<p>(j)(2) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
<p>(j)(3) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 40 inches maximum and 15 inches minimum above the floor.</p>	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
<p>(j)(4) Products which are freestanding, nonportable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.26 Desktop and Portable Computers

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
a) All mechanically operated controls and keys shall comply with Section 1194.23 (k) (1) through (4).	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	No		<input type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.31 Functional Performance Criteria

Subpart C – Functional Performance Criteria

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.31 Functional Performance Criteria

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	

Section 1194.41 Information, Documentation, and Support

Subpart D – Information, Documentation and Support

Provision Text	Applicable	Notes	How does the EIT meet this requirement?	Please explain
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(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.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes		<input checked="" type="checkbox"/> Fully <input type="checkbox"/> Partial <input type="checkbox"/> No	