Verizon Accessibility Conformance Report Revised Section 508 Edition VPAT[®] Version 2.3 – December 2018

Name of Product/Version: Service at Once

Product Description: Telecommunication Management System for Federal Contracts. Ordering of Voice, Data, and Equipment.

Date: 8/29/2024

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Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by Verizon using a combination of compliance analysis tools and manual testing with assistive technologies.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at	Level A (Yes)
http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal	(Yes)
Register on January 22, 2018	

Success Criteria, Level A

1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 Supports 501 (Web)(Software) 602.3 (Support Docs) 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501.4 (Web)(Software) 502.4 (Authoring Tool) 602.3 (Support Docs) The product does not use multimedia 1.2.2 Caption (Prerecorded) (Level A) Also applies to: Revised Section 508 602.3 (Support Docs) 1.2.2 Caption (Prerecorded) (Level A) Also applies to: Revised Section 508 602.3 (Support Docs) 1.2.2 Caption (Prerecorded) (Level A) Also applies to: Revised Section 508 602.3 (Support Docs) 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 Sout (Web)(Software) Sout (Authoring Tool) 602.3 (Support Docs) 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 Supports Forms and data t	Criteria	Conformance Level	Remarks and Explanations	
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• 602.3 (Support Docs) 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 Supports Service at Once uses correct markups to allow assistive technologies to interpret the meaning of content and controls				
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Revised Section 508 Supports technologies to interpret the meaning of content and controls				
Icontrols		Supports		
	• 501 (Web)(Software)			

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
Revised Section 508	Guere ette	Service at Once does not rely solely on sensory
 501 (Web)(Software) 	Supports	characteristics to understand content
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
Also applies to:		
Revised Section 508	Supports	Service at Once does not use color as the sole means of
 501 (Web)(Software) 	Supports	conveying information
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.2 Audio Control (Level A)		
Also applies to:		
Revised Section 508	Not Applicable	Service at Once does not use audio sounds
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.1.1 Keyboard (Level A)		
Also applies to:		
Revised Section 508	Supports	Keyboard navigation is fully supported
 501 (Web)(Software) 	Supports	
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A)		
Also applies to:		
Revised Section 508	Supports	Keyboard focus is not trapped at any one individual page
 501 (Web)(Software) 	Supports	element.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A)		
Also applies to:	Supports	User receives a prompt before a session is ended
Revised Section 508		

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A)		
Also applies to:		
Revised Section 508	Not Applicable	The product does not contain animation and does not
• 501 (Web)(Software)		utilize auto-updating that starts automatically.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A)		
Also applies to:		
Revised Section 508	Not Applicable	The Convice at Once does not use flashing chiests
• 501 (Web)(Software)	Not Applicable	The Service at Once does not use flashing objects
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A)		
Also applies to:		
Revised Section 508	Supports	User can bypass blocks of content
 501 (Web)(Software) – Does not apply to non-web software 	Supports	
• 504.2 (Authoring Tool)		
602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A)		
Also applies to:		
Revised Section 508	Supports	The product has meaningful page titles specified in the TITLE element
• 501 (Web)(Software)	Supports	
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
Also applies to:		
Revised Section 508	ISUNNORTS	The focus order is visible and logical when using keyboard only navigation
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be understood, labels are
Also applies to:	Supports	meaningful and not vaguely worded.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.1.1 Language of Page (Level A)		
Also applies to:		
Revised Section 508	Supports	Language attributes are set per page.
 501 (Web)(Software) 	Supports	Language attributes are set per page.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.2.1 On Focus (Level A)		
Also applies to:		
Revised Section 508	Supports	There is no context change when an element receives
 501 (Web)(Software) 	5000013	focus
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
<mark>3.2.2 On Input</mark> (Level A)		
Also applies to:		
Revised Section 508	Supports	There is no change of context when a user changes the
 501 (Web)(Software) 		setting of any user interface component.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.1 Error Identification (Level A)		
Also applies to:		
Revised Section 508	Supports	When input errors are detected, they are described to the
 501 (Web)(Software) 		user in text.
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A)		
Also applies to:		
Revised Section 508	Supports	Labels and instructions are recognizable to assistive
• 501 (Web)(Software)		technologies
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
 4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Service at Once data elements have complete start and end tags, elements are nested according to their specifications and do not contain duplicate attributes.
 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Nunnorts	The name, role and value are available to assistive technologies.

Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
 1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not have multimedia
 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not have multimedia
 1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Text meets the minimum contrast ratio.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.4 Resize text</u> (Level AA)		
Also applies to:		
Revised Section 508	Supports	Text can be resized up to 200 percent without loss of
• 501 (Web)(Software)	Supports	context or functionality
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA)		
Also applies to:		
Revised Section 508	Not Applicable	All text within Service at Once is included as pure text.
 501 (Web)(Software) 		All text within service at Office is included as pure text.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA)		
Also applies to:		
Revised Section 508	Supports	The product provides multiple methods to navigate to a
 501 (Web)(Software) – Does not apply to non-web software 	Supports	page.
• 504.2 (Authoring Tool)		
 602.3 (Support Docs) – Does not apply to non-web docs 		
2.4.6 Headings and Labels (Level AA)		
Also applies to:		
Revised Section 508	Supports	All headings and labels are descriptive and convey
 501 (Web)(Software) 	Supports	meaning to where the user is and what they are doing.
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA)		
Also applies to:		
Revised Section 508	Supports	The focus order is visible and logical when using keyboard
 501 (Web)(Software) 	Supports	only navigation
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA)		
Also applies to:		
Revised Section 508	Supports	The language information is supported by commonly available assistive technologies
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
 3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Service at Once provides consistent and repeatable navigation across pages.
 3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Service at Once identifies the site components consistently across web pages.
 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	When input errors are detected, they are described to the user in text.
 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Data entered by the user is validated for input errors and the user is provided an opportunity to correct the errors before submission.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Service at Once supports users without vision, please see "Tables 1 and 2: Success Criteria, Level A and AA" for more details.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports	Service at Once supports users without vision, please see "Tables 1 and 2: Success Criteria, Level A and AA" for more details.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Support for users with limited language, cognitive and learning abilities will vary depending on the user's experience.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <u>WCAG 2.0</u> section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	This product is not a platform software
502.2.2 No Disruption of Accessibility Features	Supports	Accessibility features are not disrupted
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	This product is not a platform software
502.3.2 Modification of Object Information	Not Applicable	This product is not a platform software
502.3.3 Row, Column, and Headers	Not Applicable	This product is not a platform software
502.3.4 Values	Not Applicable	This product is not a platform software
502.3.5 Modification of Values	Not Applicable	This product is not a platform software
502.3.6 Label Relationships	Not Applicable	This product is not a platform software
502.3.7 Hierarchical Relationships	Not Applicable	This product is not a platform software
502.3.8 Text	Not Applicable	This product is not a platform software
502.3.9 Modification of Text	Not Applicable	This product is not a platform software
502.3.10 List of Actions	Not Applicable	This product is not a platform software
502.3.11 Actions on Objects	Not Applicable	This product is not a platform software
502.3.12 Focus Cursor	Not Applicable	This product is not a platform software
502.3.13 Modification of Focus Cursor	Not Applicable	This product is not a platform software
502.3.14 Event Notification	Not Applicable	This product is not a platform software

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Not Applicable	This product is not a platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	There are no alternative user interfaces
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	No multimedia used
503.4.2 Audio Description Controls	Not Applicable	No audio used
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <u>WCAG 2.0</u> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This product is not an authoring tool
504.2.2 PDF Export	Not Applicable	This product is not an authoring tool
504.3 Prompts	Not Applicable	This product is not an authoring tool
504.4 Templates	Not Applicable	This product is not an authoring tool

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	In addition to the accessible online documentation, support services come in a variety of formats including instructor-led training and online training.
602.3 Electronic Support Documentation	See <u>WCAG 2.0</u> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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