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

Name of Product/Version: Integrated Administrative Console (IAC-CSSOP)
Product Description: IAC-CSSOP is an operation and self-service portal for Verizon's VOIP Business customers. Customers can create and manage their VOIP platform including adding subscribers, updating features, etc.

Date: 8/29/2022
Contact information: eis-508-compliance@verizon.com **or Donna Monk (703-817-6959)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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) 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 Register on January 22, 2018	(Yes)

Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Images (graphics) have a full text equivalent
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not use multimedia
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not use multimedia
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not use multimedia
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)	Supports with Exceptions	Some tables or grids are not correctly marked up for reading by screen readers. Some radio button and checkbox sets do not have a fieldset and legend, or group role properties
1.3.2 Meaningful Sequence (Level A) Also applies to:	Supports	Integrated Administrative Console uses correct markups to allow assistive technologies to interpret the meaning

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Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		of content and controls.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Integrated Administrative Console does not rely solely on sensory characteristics to understand content
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Some graphs and tables use color as the sole means of communicating.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Integrated Administrative Console does not use audio sounds
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Keyboard navigation is fully supported
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Keyboard focus is not trapped at any one individual page element.

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2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	User receives a prompt before a session is ended
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not contain animation and does not utilize auto-updating that starts automatically.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The Integrated Administrative Console does not use flashing objects
2.4.1 Bypass Blocks (Level A) 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 with Exceptions	Some pages do not have functioning skip navigation links.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product has meaningful page titles specified in the TITLE element
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	The focus order is visible and logical when using keyboard only navigation

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The purpose of each link can be understood, labels are meaningful and not vaguely worded.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Language attributes are set per page.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	There is no context change when an element receives focus

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	There is no change of context when a user changes the setting of any user interface component.

3.3.1 Error Identification (Level A)
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.

3.3.2 Labels or Instructions (Level A) Also applies to:	Supports	Labels and instructions are recognizable to assistive technologies

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Integrated Administrative Console 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)	Supports	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:		Loading message text and text in in the first column of the My Work, Search results table has insufficient

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	contrast.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized up to 200 percent without loss of context or functionality
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	All text within Integrated Administrative Console is included as pure text.
2.4.5 Multiple Ways (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	The product provides multiple methods to navigate to a page.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All headings and labels are descriptive and convey meaning to where the user is and what they are doing.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Focus styles are disabled for links and buttons on some pages.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language information is supported by commonly available assistive technologies
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	Integrated Administrative Console 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	Integrated Administrative Console 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.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Integrated Administrative Console supports users without vision, please see "Tables 1 and 2: Success Criteria, Level A and AA" for more details.
302.2 With Limited Vision	Supports	Integrated Administrative Console 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 with Exceptions	Some graphs and tables use color as the sole means of communicating.
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 WCAG 2.0 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

Criteria	Conformance Level	Remarks and Explanations
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
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 [WCAG 2.0](#) 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-

Criteria	Conformance Level	Remarks and Explanations
		led training and online training.
602.3 Electronic Support Documentation	See WCAG 2.0 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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