

Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

Version 2.3 (Revised) – May 2020

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About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#); use is optional; included for reference purposes

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on <https://www.itic.org/policy/accessibility/vpat>.

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report
- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for three major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.
3. Determine which accessibility standards/guidelines will be included in the product conformance report.
4. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to be a VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report may contain a minimum of one applicable Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
4. A report must contain the following content at a minimum:
 - **Report Title** – In the heading format of “[Company Name] Accessibility Conformance Report”
 - **VPAT Heading Information** – Template version
 - **Name of Product/Version** – Name of Product being reported, including version of the product
 - **Product Description** – A brief description of the product
 - **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included ensure it is clear “4 May 2016” or “May 4, 2016”.
 - **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
 - **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
 - **Evaluation Methods Used** – Include a description of what evaluation methods were used to complete the VPAT for the product under test.
 - **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
 - The list must include only the Standards/Guidelines that were used to develop the product.
 - A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.
 - The applicable Standards/Guidelines that may be included are:
 - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1

- [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, V2.1.2 \(2018-08\)](#)
 - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified.
 - Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.
 - **Terms** – Conformance level terms description section
 - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
 - Revised Section 508:
 - Chapter 5 Software
 - Chapter 6 Support Documentation
 - EN 301 549 Standard:
 - Chapter 9 Web
 - Chapter 10 Non-Web
 - Chapter 11 Software
 - Chapter 12 Documentation and Support Services
 - The selected levels of WCAG 2.x Guidelines.
 - The WCAG 2.1 conformance information can be included as a separate table which is referenced from the EN 301 549 responses, or as responses to specific criteria within the EN 304 549 table that map to WCAG success criteria.
 - If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear in what individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

- If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.
 - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.
6. Conformance Levels – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
 - **Partially Supports:** Some functionality of the product does not meet the criterion.
 - **Does Not Support:** The majority of product functionality does not meet the criterion.
 - **Not Applicable:** The criterion is not relevant to the product.
 - **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
- Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.'
7. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'partially supports' or 'does not support', the remarks should identify:
 1. The functions or features with issues
 2. How they do not fully support
 - If the criterion does not apply, explain why.
 - If an accessible alternative is used, describe it.
8. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is

provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section doesn't apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
 - Additional information about the product version that the document references
 - Any revisions to the document
 - Links to any related documents
 - Additional information describing the product
 - Additional information about what the document does or does not cover
 - Information suggested by the WCAG 2.0 Conformance Claim, at <http://www.w3.org/TR/WCAG20/#conformance-claims>
 - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
 - Testing is based on general product knowledge
 - Similar to another evaluated product
 - Testing with assistive technologies
 - Published test method (provide name, publisher, URL link)
 - Vendor proprietary test method
 - Other test method
- **Remarks and Explanations:** This section may include:
 - Information regarding the testing of a given criteria.

- Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
- How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
- Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
 - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
 - When an entire section is not being reported on because it doesn't apply to the product, for example:
 - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
 - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
 - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.
 - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
 - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.
 - If desired, these tables can be combined into one table.
 - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.
- **Language:** Use text appropriate for your audience.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
 - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
 - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
 - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
 - It is optional to add a response if desired.
 - The shading of the row is also optional.
 - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance Report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: <http://www.itic.org>.
- Check for each required item in the VPAT® document:
 - The report title **[Company Name] Accessibility Conformance Report**
 - The “**VPAT® Version 2.3 (Revised)**” heading
 - **Name of Product/Version**

- **Product Description**
- **Report Date**
- **Contact Information**
- **Notes**
- **Evaluation methods used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Report Information**
 - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Post your final document on your company's web site, or make the document available to customers upon request.
- Your final document should be accessible.

Table Information for VPAT[®] Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Lumen Accessibility Conformance Report

WCAG Edition

VPAT® Version 2.3 (Revised) – May 2020

Name of Product/Version: Enterprise Infrastructure Solutions (EIS)

Product Description: Lumen EIS Customer Portal

Report Date: May 28, 2020

Contact Information: Matt Scelza – matthew.scelza@lumen.com – 571-730-6610

Notes:

Evaluation Methods Used: manual web accessibility evaluation with support from Wave web accessibility evaluation tool (version 4)

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	Level A (Yes) Level AA (Yes) Level AAA (Yes)

Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
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Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Images that convey important information have text that explains the purpose or meaning of the image. There are a few bullets accompanied with the picture that explains what is being displayed.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The EIS Customer Portal does not use any multimedia presentations.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The EIS Customer Portal does not use any multimedia presentations.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The EIS Customer Portal does not use any multimedia presentations.
1.3.1 Info and Relationships (Level A)	Supports	The EIS Customer Portal's information is all displayed in text.
1.3.2 Meaningful Sequence (Level A)	Support	The EIS Customer Portal's content except for proper names, technical terms, words of indeterminate language, and words or phrases can be programmatically determined
1.3.3 Sensory Characteristics (Level A)	Supports	Descriptions are provided when the user hovers over items on a page.
1.4.1 Use of Color (Level A)	Supports	Information and instructions in the EIS Portal are not communicated only through color.
1.4.2 Audio Control (Level A)	Supports	EIS Customer Portal does not require users to perceive audio information for use.
2.1.1 Keyboard (Level A)	Supports	The EIS Customer Portal does not require specific timings for keystrokes and functionality of content is operable through a keyboard interface (using Tab, Arrow, and Enter), but does not exclude navigation by mouse.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	The EIS Customer Portal supports focus to and from components using only a keyboard interface, with unmodified arrow or tab keys.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	The EIS Portal does not utilize keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	In the EIS Customer Portal, for each time limit that is set by the content (for current session activity), the user is warned and given a time limit to perform the simple action to extend the session time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	In the EIS Customer Portal, there is one example of a “login countdown clock” for security access controls, that prompts the user to “extend” prior to the timer countdown completing (or logging out the user). This is essential information for user activity, expected behavior of a digital clock, and is non-obtrusive.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The EIS Customer Portal does not have any flashing items.
2.4.1 Bypass Blocks (Level A)	Supports	The EIS Customer Portal does not contain repeating blocks of content on multiple pages.
2.4.2 Page Titled (Level A)	Supports	The EIS Customer Portal pages have titles that describe topic or purpose.
2.4.3 Focus Order (Level A)	Supports	The user of the EIS Customer Portal can navigate sequentially through the portal.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of the links available within the EIS Customer Portal can be determined by the text alone.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	All Pointer Gestures in the EIS Customer Portal can be done with one click.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	All Pointer Gestures can be aborted by clicking to another page before completion.
2.5.3 Label in Name (Level A 2.1 only)	Supports	All UI components with labels within the EIS Customer Portal include text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The language on each web page of the EIS Customer Portal can be programmatically determined using assistive technology.
3.2.1 On Focus (Level A)	Supports	Content does not change in the EIS Portal upon changes in focus.
3.2.2 On Input (Level A)	Supports	The user is aware of any context changes based on user interface selections in the EIS Customer Portal.
3.3.1 Error Identification (Level A)	Supports	The EIS Customer Portal provides the user with a message in text when an input error is identified.
3.3.2 Labels or Instructions (Level A)	Supports	The EIS Customer Portal provides descriptive labels and an appropriate level of proactive guidance for the required format or values for a user to accomplish the task without undue confusion or navigation.
4.1.1 Parsing (Level A)	Supports	The EIS Customer Portal utilizes unique IDs and uses complete start and end tags.
4.1.2 Name, Role, Value (Level A)	Supports	The EIS Customer Portal uses standard HTML controls.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 only)	Supports	The EIS Customer Portal supports both Portrait and Landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The EIS Customer Portal identifies each input field.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The EIS Customer Portal has a contrast ratio of 8.59:1
1.4.4 Resize text (Level AA)	Supports	The EIS Customer Portal supports text resizing without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	The EIS Customer Portal supports does not use images of text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The EIS Customer Portal does not require scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	The EIS Customer Portal non-text contrast is at least 3:1 against adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The EIS Customer Portal supports text spacing as described in 1.4.12.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	The EIS Customer Portal hover content follows guidelines for User Focus and Dismissible, Hoverable, and Persistent guidance.
2.4.5 Multiple Ways (Level AA)	Supports	The EIS Customer Portal supports more than one way to locate a Web page within a set of Web pages via persistent table of contents for site navigation and topic specific search functions, except where the Web Page is the result of, or a step in, a process (per guidelines).
2.4.6 Headings and Labels (Level AA)	Supports	All headings and labels in the EIS Customer Portal describe the topic or purpose.
2.4.7 Focus Visible (Level AA)	Not Applicable	The EIS Customer Portal
3.1.2 Language of Parts (Level AA)	Supports	The language on each web page of the EIS Customer Portal can be programmatically determined using assistive technology.
3.2.3 Consistent Navigation (Level AA)	Supports	The EIS Customer Portal has navigational content consistently located in a navigational bar at the top of each page, and in each (topic-related) set of web pages there are repeated components that occur in the same order on each page that helps users become comfortable to predict where they can find things on each page.
3.2.4 Consistent Identification (Level AA)	Partially Supports	Some same functionality on different pages is not consistent by design and intention of advancement to the next page.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	The EIS Customer Portal provides explanations and suggestions when errors are detected in fields where controls are in place and an input error is automatically detected (unless it would jeopardize the security or purpose of the content).
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Supports	The EIS Customer Portal presents status messages as plain text.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Supports	The EIS Customer Portals user interface components, icons and regions can be programmatically determined.
1.4.6 Contrast Enhanced (Level AAA)	Supports	The EIS Customer Portal has a contrast of 8.59:1
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	
1.4.8 Visual Presentation (Level AAA)	Partially Supports	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Supports	The EIS Customer Portal only uses images of text where a particular presentation of text is essential to the information being conveyed.
2.1.3 Keyboard (No Exception) (Level AAA)	Does Not Support	
2.2.3 No Timing (Level AAA)	Partially Supports	Activity within the portal is timed, but timing is not essential for any content within the portal.

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA)	Supports	Interruptions can be suppressed within the EIS Customer Portal.
2.2.5 Re-authenticating (Level AAA)	Does Not Support	The EIS Customer Portal will only maintain work-in-progress if the user selects the “Save” button prior to a session ending.
2.2.6 Timeouts (Level AAA 2.1 only)	Does Not Support	The user is warned of inactivity, but not warned of data loss.
2.3.2 Three Flashes (Level AAA)	Not Applicable	The EIS Customer Portal does not have any flashing items.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not Applicable	The EIS Customer Portal does not have any elements that are motion animated.
2.4.8 Location (Level AAA)	Partially Supports	Most pages within the EIS Customer Portal indicate the location in which the user is within the set of web pages.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	The purpose of the links available within the EIS Customer Portal can be determined by the text alone.
2.4.10 Section Headings (Level AAA)	Supports	All headings and labels in the EIS Customer Portal describe the topic or purpose.
2.5.5 Target Size (Level AAA 2.1 only)	Supports	The EIS Customer Portal targets for pointers are at least 44 by 44 css pixels.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	The EIS Customer Portal does support the use of input modalities.
3.1.3 Unusual Words (Level AAA)	Does Not Support	
3.1.4 Abbreviations (Level AAA)	Supports	All users are provided a training document with the definitions of abbreviations used within the EIS Customer Portal.
3.1.5 Reading Level (Level AAA)	Supports	All language used in the EIS Customer Portal is at or below the lower secondary education level.
3.1.6 Pronunciation (Level AAA)	Does Not Support	
3.2.5 Change on Request (Level AAA)	Supports	Changes of context are initiated only by user request within the EIS Customer Portal

Criteria	Conformance Level	Remarks and Explanations
3.3.5 Help (Level AAA)	Supports	An information icon is available for content sensitive areas.
3.3.6 Error Prevention (All) (Level AAA)	Supports	Web pages within the EIS Customer Portal requiring user input is checked for input errors and the user is provided an opportunity.

Legal Disclaimer (Company)

Attestation: To the best of my knowledge, statements made in response to the VPAT are complete, accurate, and were made by knowledgeable and qualified professionals in the internal control structure of my organization. The undersigned has authority to legally bind my organization and has been authorized to do so.

Corporate Officer Signature:



Printed Name/Title: Gloria Howard, Senior Manager Contracts Administration

Date: 28 May 2020