

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

**Name of Product/Version:** Online Ordering (Online Ordering)

**Product Description:** Allows an EIS customer to place orders online via the Online Ordering

**Date:** 8/29/2022

**Contact information:** [eis-508-compliance@verizon.com](mailto: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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>   | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017<br><a href="#">Corrections to the ICT Final Rule</a> 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   |
|---|-------------------|--|
| <p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                     | Supports          | Images (graphics) have a full text equivalent  |
| <p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>              | Not Applicable    | The product does not use multimedia  |
| <p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Not Applicable    | The product does not use multimedia  |
| <p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable    | The product does not use multimedia  |
| <p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Supports          | Forms and data tables support screen reader software   |
| <p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p>  | Supports          | Online Ordering uses correct markups to allow assistive technologies to interpret the meaning of content and |

| Criteria   | Conformance Level        | Remarks and Explanations  |
|--|--------------------------|---|
| Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |                          | controls.   |
| <b><u>1.3.3 Sensory Characteristics</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports                 | Online Ordering does not rely solely on sensory characteristics to understand content |
| <b><u>1.4.1 Use of Color</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>            | Supports                 | Online Ordering does not use color as the sole means of conveying information         |
| <b><u>1.4.2 Audio Control</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>           | Not Applicable           | Online Ordering does not use audio sounds   |
| <b><u>2.1.1 Keyboard</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                | Supports with Exceptions | Keyboard navigation is fully supported  |
| <b><u>2.1.2 No Keyboard Trap</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>        | Supports                 | Keyboard focus is not trapped at any one individual page element.                     |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | User receives a prompt before a session is ended                           |
| <p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Not Applicable    | Online Ordering does not contain animation.                                |
| <p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Not Applicable    | The Online Ordering does not use flashing objects                          |
| <p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | User can bypass blocks of content  |
| <p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | The product has meaningful page titles specified in the TITLE element      |
| <p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>   | Supports          | The focus order is visible and logical when using keyboard only navigation |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |  |
| <p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | The purpose of each link can be understood, labels are meaningful and not vaguely worded.      |
| <p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>          | Supports          | Language attributes are set per page.  |
| <p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Supports          | There is no context change when an element receives focus                                      |
| <p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Supports          | There is no change of context when a user changes the setting of any user interface component. |
| <p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>      | Supports          | When input errors are detected, they are described to the user in text.                        |
| <p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p>  | Supports          | Labels and instructions are recognizable to assistive technologies                             |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |                   |  |
| <b>4.1.1 Parsing</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>           | Supports          | Online Ordering data elements have complete start and end tags, elements are nested according to their specifications and do not contain duplicate attributes. |
| <b>4.1.2 Name, Role, Value</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | The name, role and value are available to assistive technologies.  |

## Success Criteria, Level AA

| Criteria   | Conformance Level | Remarks and Explanations               |
|--|-------------------|--|
| <b>1.2.4 Captions (Live)</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                 | Not Applicable    | The product does not have multimedia   |
| <b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable    | The product does not have multimedia   |
| <b>1.4.3 Contrast (Minimum)</b> (Level AA)<br>Also applies to:   | Supports          | Text meets the minimum contrast ratio. |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |                   |  |
| <u>1.4.4 Resize text</u> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | Text can be resized up to 200 percent without loss of context or functionality                           |
| <u>1.4.5 Images of Text</u> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Not Applicable    | All text within Online Ordering is included as pure text.  |
| <u>2.4.5 Multiple Ways</u> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | The product provides multiple methods to navigate to a page.   |
| <u>2.4.6 Headings and Labels</u> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | All headings and labels are descriptive and convey meaning to where the user is and what they are doing. |
| <u>2.4.7 Focus Visible</u> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | The focus order is visible and logical when using keyboard only navigation                               |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports          | The language information is supported by commonly available assistive technologies  |
| <p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>     | Supports          | Online Ordering provides consistent and repeatable navigation across pages.   |
| <p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | Online Ordering identifies the site components consistently across web pages.   |
| <p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Supports          | When input errors are detected, they are described to the user in text.   |
| <p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | 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          | Online Ordering 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          | Online Ordering 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 <a href="#">WCAG 2.0</a> section | See information in WCAG section          |
| <b>502 Interoperability with Assistive Technology</b> | 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 |
| <b>502.3 Accessibility Services</b>                   | 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  |

| Criteria  | Conformance Level                    | Remarks and Explanations                 |
|---|--------------------------------------|--|
| 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  |
| <b>503 Applications</b>   | 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 |
| <b>503.4 User Controls for Captions and Audio Description</b>                       | 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                            |
| <b>504 Authoring Tools</b>  | Heading cell – no response required  | Heading cell – no response required      |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.0</a> 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   |
|--|--------------------------------------|--|
| <b>601.1 Scope</b>                             | Heading cell – no response required  | Heading cell – no response required  |
| <b>602 Support Documentation</b>               | 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 <a href="#">WCAG 2.0</a> section | See information in WCAG section  |

| Criteria   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                            |                                     |
| <b>603 Support Services</b>                                      | 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                            |                                     |

## Legal Disclaimer (Verizon)

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