



# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Avaya ACR Version 2 .0)

**Name of Product/Version:** Avaya Enterprise Cloud™ Admin Portal

**Report Date:** February 2024

**Product Description:** Admin Portal is a Self-Service management suite which empowers users to perform frequently used MACD operations, Template Management, Number Management and RBAC capabilities.

**Contact Information:** Nina Yunusova, [nyunusova@avaya.com](mailto:nyunusova@avaya.com)

### Notes:

**Evaluation Methods Used:** Tested the application using Axe, ANDI, Favelets, JAWS, color contrast analyzer and code inspection.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## 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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 3 – 301.1 Scope, 302 Functional Performance Criteria
- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: 2017 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 w/exceptions	Buttons in the navigation are missing accessible labels. Not all forms labels are accessible. There are missing programmatic label name associations with the fields.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>2017 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	No prerecorded audio/video.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>2017 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	No prerecorded audio/video.
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>2017 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	No video content is provided
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>2017 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 with exceptions.	There are buttons missing labels and expand and collapse menus that do not report states and roles. Tables are missing row headers, and some are split into two separate tables, making them inaccessible for screen reader users. Headings are present but not marked up as headings.
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>2017 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	Meaningful sequence is provided.

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Also applies to: <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	Instructions do not rely on sensory characteristics.
<b><u>1.4.1 Use of Color</u></b> (Level A) 2017 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	Color alone is not used to convey meaning.
<b><u>1.4.2 Audio Control</u></b> (Level A) 2017 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	No auto-playing audio is in the application.
<b><u>2.1.1 Keyboard</u></b> (Level A) 2017 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	There are some buttons that are not accessible using the keyboard.
<b><u>2.1.2 No Keyboard Trap</u></b> (Level A) 2017 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	No keyboard traps were found during testing.
<b><u>2.2.1 Timing Adjustable</u></b> (Level A) 2017 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	No time limit set by content
<b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) 2017 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	There is no moving or blinking content.
<b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)	Supports	No flashing objects.

Criteria	Conformance Level	Remarks and Explanations
2017 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><u>2.4.1 Bypass Blocks</u></b> (Level A) 2017 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>	Does Not Support	A skip navigation method is not provided.
<b><u>2.4.2 Page Titled</u></b> (Level A) 2017 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	Page title is provided.
<b><u>2.4.3 Focus Order</u></b> (Level A) 2017 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	There is one instance where the focus order is not accurate, and the tab navigation moves into the browser and then back it the application.
<b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) 2017 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	Link text is unique.
<b><u>3.1.1 Language of Page</u></b> (Level A) 2017 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 page identifies the language in the html.
<b><u>3.2.1 On Focus</u></b> (Level A) 2017 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	On focus does not change content.
<b><u>3.2.2 On Input</u></b> (Level A) 2017 Section 508	Supports	No change of context.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>2017 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 with Exception	There are some error Messages are not read automatically.
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>2017 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	Labels and instructions are provided.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>2017 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 Evaluated	
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>2017 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	
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to:</p> <p>2017 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 w/exceptions	Buttons in the navigation are missing accessible labels. Not all forms labels are accessible. There are missing programmatic label name associations with the fields.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>2017 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	No prerecorded audio/video.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>2017 Section 508</p>	Not Applicable	No prerecorded audio/video.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>2017 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	No video content is provided
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>2017 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 with exceptions.	There are buttons missing labels and expand and collapse menus that do not report states and roles. Tables are missing row headers, and some are split into two separate tables, making them inaccessible for screen reader users. Headings are present but not marked up as headings.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>2017 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	Meaningful sequence is provided.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</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	Instructions do not rely on sensory characteristics.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>2017 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	No live audio content.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>2017 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	No audio or video content is found.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>2017 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 with exceptions	Menu items do not meet the contrast requirements.
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>2017 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 application zooms to 200% without loss of functionality.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>2017 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 are no images of text.
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 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	Search is provided.



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>2017 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	Headings and labels are provided.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>2017 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 a visual focus throughout the application.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>2017 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 in language.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>2017 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	Navigation is consistent.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>2017 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	Identification is consistent.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>2017 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	Suggestions are not found in the application because the content does not have format requirements.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>2017 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	This application does not enter into legal, financial agreement.
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p>	Not Applicable	No live audio content.

Criteria	Conformance Level	Remarks and Explanations
2017 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><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) 2017 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	No audio or video content is found.
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) 2017 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	Menu items do not meet the contrast requirements.
<b><u>1.4.4 Resize text</u></b> (Level AA) 2017 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 application zooms to 200% without loss of functionality.
<b><u>1.4.5 Images of Text</u></b> (Level AA) 2017 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	There are no images of text.
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: 2017 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	Search is provided.
<b><u>2.4.6 Headings and Labels</u></b> (Level AA) 2017 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	Headings and labels are provided.
<b><u>2.4.7 Focus Visible</u></b> (Level AA)	Supports	There is a visual focus throughout the application.

Criteria	Conformance Level	Remarks and Explanations
2017 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>3.1.2 Language of Parts</b> (Level AA) 2017 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	There is no change in language.
<b>3.2.3 Consistent Navigation</b> (Level AA) 2017 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	Navigation is consistent.
<b>3.2.4 Consistent Identification</b> (Level AA) 2017 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	Identification is consistent.

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with exceptions	People who are blind cannot fully use the application mainly due the issues outlined above. This application was tested with assistive technology JAWS and NVDA testing has been completed.
<b>302.2 With Limited Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with exceptions	People who are visually impaired can use this application with assistive technology. Except where noted above.
<b>302.3 Without Perception of Color.</b> Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	Color is not used to convey meaning.
<b>302.4 Without Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	No audio-only features.
<b>302.5 With Limited Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	No audio-only features.
<b>302.6 Without Speech.</b> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	No speech input required
<b>302.7 With Limited Manipulation.</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports with exceptions	Standard inputs only are required (keyboard, mouse). Some areas of the application are not accessible using the keyboard only.
<b>302.8 With Limited Reach and Strength.</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	The application is operable with limited reach and limited strength.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>601.1 Scope</u></a>	Heading cell – no response required	Heading cell – no response required
<a href="#"><u>602 Support Documentation</u></a>	Heading cell – no response required	Heading cell – no response required
<a href="#"><u>602.2 Accessibility and Compatibility Features.</u></a> Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Partially Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<a href="#"><u>602.3 Electronic Support Documentation.</u></a> Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Partially Supports	Most Avaya electronic support documentation is available as PDFs.  If additional assistance is needed, please contact Avaya support services via WebChat at <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>  And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a>
<a href="#"><u>602.4 Alternate Formats for Non-Electronic Support Documentation.</u></a> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
<a href="#"><u>603.2 Information on Accessibility and Compatibility Features.</u></a> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Partially Supports	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners.  For products and systems sold directly by Avaya, support is available via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>  And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a>
<a href="#"><u>603.3 Accommodation of Communication Needs.</u></a> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility

Criteria	Conformance Level	Remarks and Explanations
		<p>specialists will communicate directly with individuals with disabilities.</p> <p>For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a></p> <p>And via email: <a href="mailto:accessibility@avaya.com">accessibility@avaya.com</a></p>

# Legal Disclaimer (Avaya)

© 2024 Avaya LLC

All rights reserved. Except as specifically stated, none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted, or transmitted in any form without authorized, prior written permission from Avaya LLC. Permission is granted for you to make a single copy of Avaya LLC “Section 508” documents, solely for informational and non-commercial use within your organization, provided that you keep intact all copyright and other proprietary notices. No other use of the information provided is authorized.

This market information is provided, pursuant to FAR Part 39.2, to be used by Requiring Officers. It is not intended to represent a certification for compliance. Any statement of compliance or conformance indicated on this document is an indication that the product shall be capable, at the time of its delivery, when used in accordance with Avaya's associated documents, and other written information provided to the government, of providing comparable access to individuals with disabilities consistent with the designated provision of the Standards, provided that any assistive technologies used with the product properly interoperates with it and other assistive technologies.

## Copyright

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI).