

# ICT Accessibility Requirements Statement per the Revised Section 508 of the Rehabilitation Act

## Video Teleconference Maintenance

### ICT Support and Services

#### Technical Criteria:

- [E208.1 General](#) -

Where an agency provides support documentation or services for ICT, such documentation and services shall conform to the requirements in Chapter 6.

- [E601.1 Scope](#) -

The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

- [E602.1 General](#) -

Documentation that supports the use of ICT shall conform to 602.

- [E602.2 Accessibility and Compatibility Features](#) -

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.

- [E602.3 Electronic Support Documentation](#) -

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).

- [E602.4](#) -

- [E602.3 Electronic Support Documentation](#) -

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).

- [E602.4 Alternate Formats for Non-Electronic Support Documentation](#) -

Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.

- [E603.1 General](#) -

ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

- [E603.2 Information on Accessibility and Compatibility Features](#) -

ICT support services shall include information on the accessibility and compatibility features required by 602.2.

- [E603.3 Accommodation of Communication Needs](#) -

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.

## **Functional Performance Criteria:**

- [301.1 Scope](#) - The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.
- [302.1 Without Vision](#) - Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.
- [302.2 With Limited Vision](#) - 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.
- [302.3 Without Perception of Color](#) - 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.
- [302.4 Without Hearing](#) - Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
- [302.5 With Limited Hearing](#) - 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.
- [302.6 Without Speech](#) - Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
- [302.7 With Limited Manipulation](#) - 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.
- [302.8 With Limited Reach and Strength](#) - 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.
- [302.9 With Limited Language, Cognitive, and Learning Abilities](#) - ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

## **Instructions**

The Accessibility Requirements Report should be incorporated into the solicitation requirements document (SOO, SOW, PWS, etc.). Please go to the Revised 508 Standards Toolkit (<https://section508.gov/refresh-toolkit>) for further information on the procurement process.