

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

Call (Contact/Help Desk) Center Services

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 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.

- [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.