

# Verizon Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

**Name of Product/Version:** Service at Once

**Product Description:** Telecommunication Management System for Federal Contracts. Ordering of Voice, Data, and Equipment.

**Date:** 8/29/2025

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**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<br><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                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------------------------------------|
| <b><u>1.1.1 Non-text Content</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          | Images (graphics) have a full text equivalent                                                                          |
| <b><u>1.2.1 Audio-only and Video-only (Prerecorded)</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    | The product does not use multimedia                                                                                    |
| <b><u>1.2.2 Captions (Prerecorded)</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    | The product does not use multimedia                                                                                    |
| <b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</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    | The product does not use multimedia                                                                                    |
| <b><u>1.3.1 Info and Relationships</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          | Forms and data tables support screen reader software                                                                   |
| <b><u>1.3.2 Meaningful Sequence</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>                                                                                                | Supports          | Service at Once uses correct markups to allow assistive technologies to interpret the meaning of content and controls. |

| 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>                                                                                                                               |                   |                                                                                       |
| <u><b>1.3.3 Sensory Characteristics</b></u> (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          | Service at Once does not rely solely on sensory characteristics to understand content |
| <u><b>1.4.1 Use of Color</b></u> (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          | Service at Once does not use color as the sole means of conveying information         |
| <u><b>1.4.2 Audio Control</b></u> (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    | Service at Once does not use audio sounds                                             |
| <u><b>2.1.1 Keyboard</b></u> (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 navigation is fully supported                                                |
| <u><b>2.1.2 No Keyboard Trap</b></u> (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.                     |
| <u><b>2.2.1 Timing Adjustable</b></u> (Level A)<br>Also applies to:<br>Revised Section 508                                                                                                                                           | Supports          | User receives a prompt before a session is ended                                      |

| 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>                                                                                                                                                              |                   |                                                                                                      |
| <b><u>2.2.2 Pause, Stop, Hide</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    | The product does not contain animation and does not utilize auto-updating that starts automatically. |
| <b><u>2.3.1 Three Flashes or Below Threshold</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    | The Service at Once does not use flashing objects                                                    |
| <b><u>2.4.1 Bypass Blocks</u></b> (Level A)<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          | User can bypass blocks of content                                                                    |
| <b><u>2.4.2 Page Titled</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          | The product has meaningful page titles specified in the TITLE element                                |
| <b><u>2.4.3 Focus Order</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          | The focus order is visible and logical when using keyboard only navigation                           |
| <b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)<br>Also applies to:                                                                                                                                                                                                                            | Supports          | The purpose of each link can be understood, labels are meaningful and not vaguely worded.            |

| 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>                                                                               |                   |                                                                                                |
| <a href="#">3.1.1 Language of Page</a> (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          | Language attributes are set per page.                                                          |
| <a href="#">3.2.1 On Focus</a> (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          | There is no context change when an element receives focus                                      |
| <a href="#">3.2.2 On Input</a> (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          | There is no change of context when a user changes the setting of any user interface component. |
| <a href="#">3.3.1 Error Identification</a> (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          | When input errors are detected, they are described to the user in text.                        |
| <a href="#">3.3.2 Labels or Instructions</a> (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          | Labels and instructions are recognizable to assistive technologies                             |

| Criteria                                                                                                                                                                                                                | Conformance Level | Remarks and Explanations                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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          | Service at Once 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:<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 meets the minimum contrast ratio. |

| Criteria                                                                                                                                                                                                                                                                                            | Conformance Level | Remarks and Explanations                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------|
| <a href="#">1.4.4 Resize text</a> (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                           |
| <a href="#">1.4.5 Images of Text</a> (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 Service at Once is included as pure text.                                                |
| <a href="#">2.4.5 Multiple Ways</a> (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.                                             |
| <a href="#">2.4.6 Headings and Labels</a> (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. |
| <a href="#">2.4.7 Focus Visible</a> (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                               |
| <a href="#">3.1.2 Language of Parts</a> (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 language information is supported by commonly available assistive technologies                       |

| Criteria                                                                                                                                                                                                                                                                                                      | Conformance Level | Remarks and Explanations                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>3.2.3 Consistent Navigation</u></b> (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          | Service at Once provides consistent and repeatable navigation across pages.                                                             |
| <b><u>3.2.4 Consistent Identification</u></b> (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          | Service at Once identifies the site components consistently across web pages.                                                           |
| <b><u>3.3.3 Error Suggestion</u></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>                                                                                | Supports          | When input errors are detected, they are described to the user in text.                                                                 |
| <b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></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>                                                       | 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          | Service at Once supports users without vision, please see “Tables 1 and 2: Success Criteria, Level A and AA” for more details. |



| Criteria                                                       | Conformance Level | Remarks and Explanations                                                                                                       |
|----------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 302.2 With Limited Vision                                      | Supports          | Service at Once 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  |
| 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  |

| Criteria                                                                            | Conformance Level                    | Remarks and Explanations                 |
|-------------------------------------------------------------------------------------|--------------------------------------|------------------------------------------|
| 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                                                                                                                          |
| 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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