Computer Consultants International, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: CCI Professional Services (accessibility practices for client solutions). CCI does not sell or license a software product, so there is no product version.

Report Date: November 2026

Product Description: Computer Consultants International, Inc. (CCI) is an IT consulting and professional services firm founded in 1994. CCI does not sell, license, or publish software. CCI designs and builds solutions for government and corporate clients, such as Power BI dashboards and reports, web content, custom applications, and project documentation, on platforms the client owns and licenses. This report describes how CCI ensures the solutions it delivers conform to the standards listed below.

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Notes: This report covers professional services, not a product. Because CCI does not sell software, there is nothing to test for this report. Each Conformance Level entry states how

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

CCI does, and will, ensure the criterion is met in deliverables it builds for clients. Conformance of a specific deliverable is verified during that project and can be documented in a project-specific Accessibility Conformance Report on request. Conformance of the underlying platforms (for example, Microsoft Power BI, SharePoint, Windows, and web browsers) is the responsibility of each platform vendor; see the vendor's own Accessibility Conformance Reports. This report uses one term not defined by ITI: "Supports (Service Commitment)" means CCI's delivery process ensures that solutions CCI builds meet the criterion, and that conformance is verified for each deliverable before client acceptance.

Evaluation Methods Used: No product evaluation was performed, because CCI does not sell a product. On client projects, CCI verifies each deliverable before acceptance using automated checkers (such as Microsoft Accessibility Insights, axe, and the Microsoft Office Accessibility Checker), manual keyboard-only testing, screen-reader testing (such as NVDA, JAWS, or Windows Narrator), color-contrast analysis, and review against each WCAG 2.x Level A and AA success criterion by staff who know the solution. For Power BI work, CCI also follows Microsoft's published guidance for designing accessible Power BI reports.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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.
- **Supports (Service Commitment)**: CCI's delivery process ensures that solutions CCI builds for clients meet the criterion, and conformance is verified for each deliverable before client acceptance. Because CCI does not sell a product, this term is used in place of Supports.
- **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 only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

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

- 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: Entries describe CCI's service commitment for deliverables it builds; see the Notes at the top of this report.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI provides text alternatives for all non-text content it creates: alt text on Power BI visuals, images, and logos; descriptive titles and subtitles on charts; and alt text in documents. Decorative images are marked as decorative. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** When a deliverable includes prerecorded audio-only or video-only content (for example, a recorded training session), CCI provides a transcript or an equivalent text or audio alternative. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508	**Web:** Supports (Service Commitment)	**Web:** Prerecorded video that CCI produces, such as training and knowledge-transfer recordings, is delivered with accurate synchronized captions.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** For prerecorded video CCI produces, CCI provides a full text transcript or audio description of visual information that is not conveyed in the audio. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI uses real structure rather than visual formatting: titled report pages and visuals, true table and matrix visuals with headers, heading styles and list styles in documents, and semantic markup in web content. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: Not applicable. CCI does not develop or sell authoring tools.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI sets a logical reading and tab order for every report page and document (for example, the Power BI Selection pane tab order) so assistive technology reads content in a meaningful sequence. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Instructions in CCI deliverables do not rely only on shape, color, size, position, or sound; controls and visuals are identified by name. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment)	**Web:** Color is never the only way information is conveyed. CCI adds data labels, patterns, icons, or text (for example, variance arrows with values) alongside color in charts and conditional formatting. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI deliverables do not auto-play audio. Any media CCI includes starts only on user action and provides pause and volume controls. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** All functionality CCI builds can be operated by keyboard. CCI tests navigation, slicers, buttons, bookmarks, and drill-through with the keyboard only. Platform-level behavior is provided by the platform vendor (for example, Microsoft for Power BI). **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI tests deliverables to confirm keyboard focus can always move into and out of every component without becoming trapped. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI does not add time limits to content it builds. Where a client system requires a session timeout, CCI configures warnings and the ability to extend. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI avoids auto-playing animation, carousels, and auto-refreshing visual effects. Any moving or auto-updating content CCI adds can be paused, stopped, or hidden. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools.

Criteria	Conformance Level	Remarks and Explanations
		Software: The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI deliverables contain no content that flashes more than three times in any one-second period. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Web content CCI builds provides skip links and landmarks. Power BI reports use page navigation and bookmarks so users can move directly to the content they need. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Every report page, web page, and document CCI delivers has a descriptive title. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools.

Criteria	Conformance Level	Remarks and Explanations
		Software: The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI sets the focus and tab order on every report page and screen so it follows the visual and logical layout. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Links and navigation buttons CCI creates use descriptive text (for example, "View SEFA detail" rather than "Click here"). **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment)	**Web:** CCI sets the language of each web page, report, and document (for example, English, United States). **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Receiving focus does not cause unexpected changes of context in anything CCI builds. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Changing a slicer, filter, or form setting in CCI deliverables updates content in place and does not cause an unexpected change of context; navigation happens only on explicit user action. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment)	**Web:** Forms and input controls CCI builds identify input errors in text and describe them to the user. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers,

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Inputs and slicers CCI builds have visible labels or instructions. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI uses standard platform controls and visuals that expose name, role, and value to assistive technology. Custom web controls CCI builds use correct ARIA roles and properties. CCI favors standard Power BI visuals over custom visuals that are not accessible. Platform-level behavior is provided by the platform vendor (for example, Microsoft for Power BI). **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers,

Criteria	Conformance Level	Remarks and Explanations
		which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.

Table 2: Success Criteria, Level AA

Notes: CCI's standard target for client deliverables is WCAG 2.x Level AA.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** For live sessions CCI delivers that require it, such as live training, CCI uses meeting platforms with live captioning and arranges real-time captioning (CART) on request. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment)	**Web:** For prerecorded video CCI produces, presenters describe on-screen actions verbally, or CCI provides an audio-described version when visual information is not otherwise conveyed. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI uses report themes and color palettes that meet a 4.5:1 contrast ratio for text (3:1 for large text) and checks contrast with a color-contrast analyzer before delivery. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Reports and web content CCI builds remain readable when zoomed to 200 percent; CCI avoids fixed-size text containers that clip content. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508	**Web:** Supports (Service Commitment)	**Web:** CCI uses real text rather than images of text, except for logos.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI provides more than one way to reach content, such as a navigation page, page tabs, bookmarks, and search or filters. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI uses clear, descriptive headings, visual titles, axis titles, and form labels. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment)	**Web:** CCI keeps a visible keyboard focus indicator on all interactive elements and does not suppress the platform focus outline. Platform-level behavior is

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	provided by the platform vendor (for example, Microsoft for Power BI). **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Passages in another language within CCI deliverables are marked with the appropriate language attribute. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** CCI uses consistent navigation (same position and order) across all pages of a report or site. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Components with the same function (for example, Back and Reset buttons) are labeled and styled consistently across a CCI solution. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** When an input error is detected in a CCI-built form, CCI provides a suggested correction where known. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Web:** Supports (Service Commitment) **Electronic Docs:** Supports (Service Commitment) **Software:** Supports (Service Commitment) **Authoring Tool:** Not Applicable	**Web:** Where a CCI solution submits financial or legal data, CCI includes review, confirmation, or reversal steps before final submission. **Electronic Docs:** The same practice applies to Word, Excel, PowerPoint, and PDF documents CCI delivers, which are checked with the Microsoft Office Accessibility Checker and Adobe Acrobat accessibility tools. **Software:** The same practice applies to custom software CCI develops for a client. **Authoring Tool:** Not applicable. CCI does not develop or sell authoring tools.

Table 3: Success Criteria, Level AAA

Notes: Level AAA is not part of CCI's standard commitment. Where a client requires specific Level AAA criteria, CCI includes them in the project's acceptance criteria.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:

Revised Section 508 Report

Notes: CCI applies the Revised Section 508 standards to the services and deliverables described in this report.

Chapter 3: Functional Performance Criteria (FPC)

Notes: CCI meets the Functional Performance Criteria by building deliverables that conform to WCAG 2.0 Level A and AA and by verifying them with assistive technology before delivery.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports (Service Commitment)	CCI builds deliverables that work with screen readers: text alternatives, logical reading order, labeled controls, and table visuals that can be read cell by cell. CCI verifies screen-reader operation before delivery.
302.2 With Limited Vision	Supports (Service Commitment)	Deliverables support screen magnification and 200 percent zoom, use high-contrast palettes, and respect operating system high-contrast settings where the platform supports them.
302.3 Without Perception of Color	Supports (Service Commitment)	Color is never the only way information is conveyed; CCI adds labels, values, patterns, or icons.
302.4 Without Hearing	Supports (Service Commitment)	CCI deliverables do not rely on sound. Any audio content CCI produces includes captions or transcripts.
302.5 With Limited Hearing	Supports (Service Commitment)	Audio content CCI produces includes captions or transcripts, and users can adjust volume through the platform.
302.6 Without Speech	Supports (Service Commitment)	CCI deliverables do not require speech input.
302.7 With Limited Manipulation	Supports (Service Commitment)	All functions can be operated by keyboard and do not require fine motor control, simultaneous actions, or complex gestures.
302.8 With Limited Reach and Strength	Supports (Service Commitment)	CCI deliverables are software and web content that do not require reach or physical strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports (Service Commitment)	CCI uses plain language, consistent layouts, clear labels, and short instructions, and provides user guides and training materials.

Chapter 4: Hardware

Notes: Not applicable. CCI does not manufacture, sell, or deliver hardware.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.2.2 Transactional Outputs	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.2.4 User Control	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.2.5 Braille Instructions	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.3.2 Non-private Listening	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.4 Characters on Display Screens	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
402.5 Characters on Variable Message Signs	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
405 Privacy	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
405.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.3.2 Alphabetic Keys	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.3.3 Numeric Keys	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.4 Key Repeat	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.5 Timed Response	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.6 Operation	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.2 Side Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.2.2 Obstructed Side Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.3 Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.3.2 Obstructed Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
408.3 Flashing	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	CCI does not manufacture, sell, or deliver hardware.

Criteria	Conformance Level	Remarks and Explanations
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.3.2 Wireline Handsets	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.4 Digital Encoding of Speech	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.7 Video Communication	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.8.2 Voice and Hearing Carry Over	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.8.3 Signal Compatibility	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
414.1.2 Other ICT	Not Applicable	CCI does not manufacture, sell, or deliver hardware.

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	CCI does not manufacture, sell, or deliver hardware.
415.1.2 Audio Description Controls	Not Applicable	CCI does not manufacture, sell, or deliver hardware.

Chapter 5: Software

Notes: These criteria apply when CCI develops custom software for a client. Solutions built on a client's platform (for example, Power BI) rely on that platform for operating-system and assistive-technology interoperability.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports (Service Commitment)	Custom software CCI develops does not disable or override operating system or platform accessibility features (for example, high contrast, magnification, or screen readers).
502.2.2 No Disruption of Accessibility Features	Supports (Service Commitment)	CCI deliverables do not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports (Service Commitment)	Custom software CCI develops uses standard platform controls and accessibility APIs so object role, state, properties, boundary, name, and description are exposed to assistive technology. Platform-level behavior is provided by the platform vendor (for example, Microsoft for Power BI).
502.3.2 Modification of Object Information	Supports (Service Commitment)	Where users can change object information in custom software CCI develops, it uses platform controls that

Criteria	Conformance Level	Remarks and Explanations
		let assistive technology make the same changes.
502.3.3 Row, Column, and Headers	Supports (Service Commitment)	Tables CCI builds expose row, column, and header relationships to assistive technology.
502.3.4 Values	Supports (Service Commitment)	Controls with values in CCI-developed software (for example, sliders or selectors) expose current values to assistive technology.
502.3.5 Modification of Values	Supports (Service Commitment)	Values that users can set are also settable through assistive technology, using standard platform controls.
502.3.6 Label Relationships	Supports (Service Commitment)	Labels in CCI-developed software are programmatically associated with the components they describe.
502.3.7 Hierarchical Relationships	Supports (Service Commitment)	Hierarchical structures (for example, tree views and drill-down levels) are exposed to assistive technology through standard platform controls.
502.3.8 Text	Supports (Service Commitment)	Text in CCI-developed software is exposed to assistive technology with its content, attributes, and boundaries.
502.3.9 Modification of Text	Supports (Service Commitment)	Text that users can edit is also editable through assistive technology, using standard platform controls.
502.3.10 List of Actions	Supports (Service Commitment)	Actions available on objects are exposed to assistive technology through standard platform controls.
502.3.11 Actions on Objects	Supports (Service Commitment)	Actions on objects can be executed through assistive technology.
502.3.12 Focus Cursor	Supports (Service Commitment)	Focus and selection are exposed to assistive technology in CCI-developed software.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports (Service Commitment)	Focus and selection can be set through assistive technology.
502.3.14 Event Notification	Supports (Service Commitment)	Changes in focus, state, and content are announced to assistive technology through platform event notifications.
502.4 Platform Accessibility Features	Supports (Service Commitment)	Custom software CCI develops respects platform accessibility features defined in ANSI/HFES 200.2 (for example, keyboard repeat, sticky keys, and high contrast). Platform-level behavior is provided by the platform vendor (for example, Microsoft for Power BI).
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports (Service Commitment)	CCI-developed applications follow the user's platform settings for color, contrast, font type and size, and focus cursor, except where a client requires a fixed presentation.
503.3 Alternative User Interfaces	Supports (Service Commitment)	Where CCI provides an alternative user interface that serves as assistive technology, it uses platform accessibility services.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	CCI does not develop media players. Where solutions include video, CCI uses platform players that provide caption controls.
503.4.2 Audio Description Controls	Not Applicable	CCI does not develop media players. Where solutions include video, CCI uses platform players that provide audio description controls.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	CCI does not develop or sell authoring tools.
504.2.2 PDF Export	Not Applicable	CCI does not develop or sell authoring tools. PDF documents CCI delivers are tagged and checked for accessibility (PDF/UA practices).
504.3 Prompts	Not Applicable	CCI does not develop or sell authoring tools.
504.4 Templates	Not Applicable	CCI does not develop or sell authoring tools. Report and document templates CCI delivers to clients are built to meet WCAG 2.x Level AA.

Chapter 6: Support Documentation and Services

Notes: Applies to documentation, training, and support services CCI provides on client projects.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports (Service Commitment)	Documentation CCI delivers (user guides, administrator guides, and technical documentation) lists the accessibility features of the solution and how to use them.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports (Service Commitment)	On request, CCI provides documentation in alternate formats, such as accessible electronic files or large print.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports (Service Commitment)	CCI’s project support staff provide information about the accessibility and

Criteria	Conformance Level	Remarks and Explanations
		compatibility features of the solutions CCI delivers.
603.3 Accommodation of Communication Needs	Supports (Service Commitment)	CCI's support and training services accommodate the communication needs of individuals with disabilities, for example by email, phone, relay services, captioned sessions, or accessible materials.

Legal Disclaimer (Computer Consultants International, Inc.)

This report describes the accessibility practices CCI follows when delivering professional services. It is not a warranty that any particular deliverable conforms to these standards. Conformance requirements for each deliverable are set in the applicable project agreement and confirmed through that project's acceptance process. Features and limitations of third-party platforms are determined by their vendors.