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 is operable with limited reach and limited strength.

- **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 does not require fine motor control or simultaneous manual operations.

- **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/manage/program-roadmap) for further information on the procurement process.