

Innovative Systems CVAA Compliance Statement

History

The Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA) was signed into law on October 8, 2010 by President Obama. The CVAA updates federal communications law to increase the access of persons with disabilities to modern communications. It follows a string of laws, passed in the 1980s and 1990s that were designed to ensure that telephone and television services would be accessible to all Americans with disabilities. These laws were not able to keep up with the fast paced technological changes over the past decade. The CVAA contains protections to enable people with disabilities to access broadband, digital and mobile innovations.

Title I requires advanced communication services (ACS) and products to be accessible by people with disabilities. These services are defined as (1) interconnected voice over Internet protocol (VoIP) service; (2) non-interconnected VoIP service; (3) electronic messaging service; and (4) interoperable video conferencing service. Title I of the CVAA creates industry recordkeeping obligations.

Section 255 requires manufacturers and service providers to ensure that their equipment and services are accessible to individuals with disabilities, if such compatibility is readily achievable. These rules were further extended to interconnected voice over Internet protocol (VoIP) service providers and equipment manufacturers.

Section 716 requires providers of ACS and manufactures of equipment used for those services to be accessible to and usable by individuals with disabilities, unless doing so is not achievable.

Section 718 requires manufactures of telephones used with public mobile services and providers of mobile service to ensure that the functions of the Internet browser they include or arrange to be included in such telephones are accessible to and usable by individuals who are blind or have a visual impairment, unless doing so is not achievable.

The “readily achievable” standard requires companies to incorporate features that are easily accomplishable without much difficulty or expense. Companies must balance the costs and nature of the access required with their available resources when determining what is readily achievable.

The following statement details the compliance of the Innovative Systems products subject to the CVAA.

eLation CVAA Compliance Statement

Operability

The eLation Billing system is sold to and operated by service providers and is used to create invoices that are mailed to end users. End Users without vision or with low vision can obtain a copy of their invoice as a PDF by contacting their service provider or they may use the eLation eBill online billing platform to download their invoice as a PDF. Once the PDF is opened in Adobe Reader, the user can use the accessibility features of Adobe Reader to have the computer read all or part of the invoice aloud or to zoom in on parts of the bill to enlarge the text.