Federal Communications Commission

§ 14.20 Obligations.

(a) General Obligations. (1) With respect to equipment manufactured after the effective date of this part, a manufacturer of equipment used for advanced communications services, including end user equipment, network equipment, and software, must ensure that the equipment and software that such manufacturer offers for sale or otherwise distributes in interstate commerce shall be accessible to and usable by individuals with disabilities, unless the requirements of this subsection are not achievable.

(2) With respect to services provided after the effective date of this part, a provider of advanced communications services must ensure that services offered by such provider in or affecting interstate commerce are accessible to and usable by individuals with disabilities, unless the requirements of this paragraph are not achievable.

(3) If accessibility is not achievable either by building it in or by using third party accessibility solutions
§ 14.21 Performance Objectives.

(a) Generally. Manufacturers and service providers shall ensure that equipment and services covered by this part are accessible, usable, and compatible as those terms are defined in paragraphs (b) through (d) of this section.

(b) Accessible. The term accessible shall mean that:

(1) Input, control, and mechanical functions shall be locatable, identifiable, and operable in accordance with each of the following, assessed independently:
   (i) Operable without vision. Provide at least one mode that does not require user vision.
   (ii) Operable with low vision and limited or no hearing. Provide at least one mode that permits operation by users with visual acuity between 20/70 and 20/200, without relying on audio output.
   (iii) Operable with little or no color perception. Provide at least one mode that does not require user color perception.
   (iv) Operable without hearing. Provide at least one mode that does not require user auditory perception.
   (v) Operable with limited manual dexterity. Provide at least one mode that does not require user fine motor control or simultaneous actions.
   (vi) Operable with limited reach and strength. Provide at least one mode that is operable with user limited reach and strength.
   (vii) Operable with a Prosthetic Device. Controls shall be operable without requiring body contact or close body proximity.
   (viii) Operable without time-dependent controls. Provide at least one mode that does not require a response time or allows response time to be by-passed or adjusted by the user over a wide range.
   (ix) Operable without speech. Provide at least one mode that does not require user speech.

(2) Manufacturers and service providers must consider performance objectives set forth in §14.21 at the design stage as early as possible and must implement such performance objectives, to the extent that they are achievable.

(c) Information Pass Through. Equipment used for advanced communications services, including end user equipment, network equipment, and software must pass through cross-manufacturer, nonproprietary, industry-standard codes, translation protocols, formats or other information necessary to provide advanced communications services in an accessible format, if achievable. Signal compression technologies shall not remove information needed for access or shall restore it upon decompression.

(d) Information, documentation, and training. Manufacturers and service providers must ensure that the information and documentation that they provide to customers is accessible, if achievable. Such information and documentation includes, but is not limited to, user guides, bills, installation guides for end user devices, and product support communications. The requirement to ensure the information is accessible also includes ensuring that individuals with disabilities can access, at no extra cost, call centers and customer support regarding both the product generally and the accessibility features of the product.