Zang Cloud
Voluntary Product Accessibility Template (VPAT)

Zang Cloud is a Communications Platform as a Service (CPaaS) offering providing a set of services via REST API that can be integrated into customer applications and environments. The service is administered via a web portal interface for configuration, documentation and reporting purposes. Other than the admin web portal, there is no end user application or equipment provided with the service, only overt the top access to the API.

Support Levels

Support Level	Description
Supports	Zang Cloud fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Zang Cloud does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Zang Cloud provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Zang Cloud fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Zang Cloud does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Zang Cloud is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Not Applicable
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports with Minor Exceptions
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Not Applicable
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	We're going to provide for any non-text elements (logos, pictures, links, icons, …) an equivalent description under alt / longdesc attributes.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	We are going to make sure that all page elements, while printed in black/white mode, are distinguishable. In case of links, it will clearly state that these are links. In case of important blocks, we're going to make sure difference is visible.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	We are going to make sure that page is readable without any style sheet support. Our test will be to disable browser CSS and ensure all is readable.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Does Not Support	Our design concept won't include maps.
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Does Not Support	Complexity and time to implement is beyond the scope of this project
1194.22(g) Row and column headers shall be identified for data tables.	Supports	We're going to have scope, summary attributes defined.
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	For all of the complex tables, we are going to do proper explanation of cell's data by adding IDs and HEADERS where appropriate.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Flashing and blinking elements won't be used. We are going to have soft fading available throughout buttons and animated content (such as slider).
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports Through Equivalent Facilitation	We are going to make sure accessibility page readers can access text-only version on adequate way.

§ 1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Does Not Support	Complexity and time to implement is beyond the scope of this project. Will be future item to implement.
1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
1194.22(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	We're going to ensure that dropdown boxes are accessible by AT. For all form elements we're going to ensure that labels are appropriately set. We won't have embedded forms. Form sets will be aligned in proper order with appropriate index for AT to receive all the information in proper order.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	Complexity and time to implement is beyond the scope of this project. Could be a future item to implement
1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	We are going to support it for cart checkout. This is the only place right now that we're aware of to have such functionality.

§ 1194.41 Information, Documentation and Support

Criteria	Support Levels	Remarks and Explanations
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Contact Zang Inc. Support for accessibility-related issues.