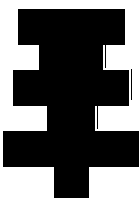

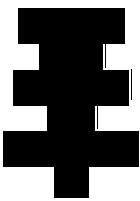

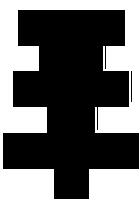

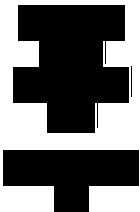
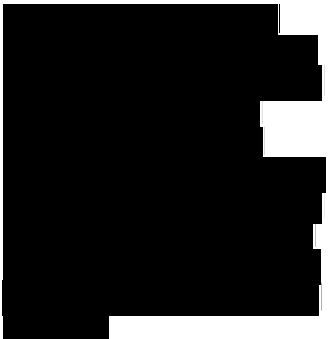
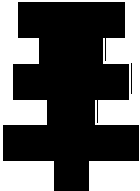
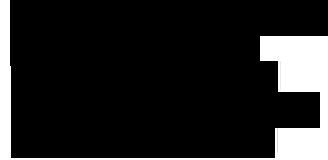
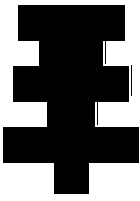

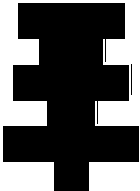



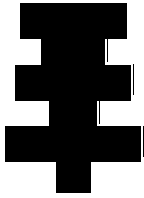

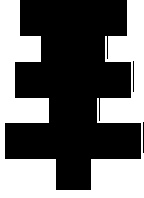

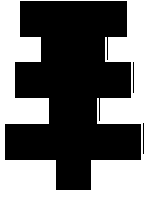
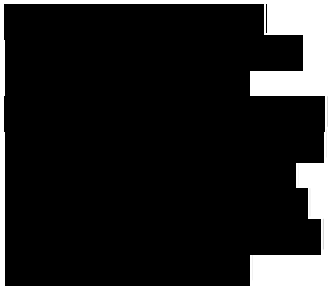
**Section 1194.23 Telecommunications Products –  
Toll-Free Service (TFS) – Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>		
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		







**Section 1194.23 Telecommunications Products –  
Toll-Free Service (TFS) – Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		



**Section 1194.23 Telecommunications Products –  
Toll-Free Service (TFS) – Detail  
Voluntary Product Accessibility Template**


Criteria	Supporting Features	Remarks and explanations
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		

**Section 1194.23 Telecommunications Products –  
Toll-Free Service (TFS) – Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		

**Section 1194.23 Telecommunications Products –  
Toll-Free Service (TFS) – Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		

<p>The relevant provisions of Subpart C, Functional Performance Criteria, paragraph 1194.31, shall apply to the services identified in paragraphs C.6.4 above. For these services, the offeror shall provide one of the following two capabilities:</p>	
<p><b>1. Support for assistive technologies used by disabled individuals.</b></p>	
<p><b>2. At least one mode of operation and information retrieval that:</b></p>	
a.	For blind users, does not require vision.
b.	For vision impaired users, does not require visual acuity greater than 20/70.
c.	For deaf users, does not require hearing.
d.	For hearing impaired users, does not require enhanced auditory capability.

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e.	For users with no speech capability or with impaired speech, does not require user speech.	
f.	For users without fine motor control or simultaneous action capability, does not require fine motor control or simultaneous action and is operable without limited reach and strength.	

The relevant provisions of Subpart D, Information, Documentation, and Support, paragraph **1194.41**, shall apply to the services identified in paragraphs C.6.4.1, above.

**§ 1194.41 Information, documentation, and support.**

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

[REDACTED]

(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.

[REDACTED]

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

[REDACTED]