



Teltech Accessibility Statement

Effective Date: January 01, 2024

Teltech Communications, LLC ("Teltech," "we," "us," or "our") is committed to ensuring accessibility for all individuals, including those with disabilities. We continuously strive to enhance our website, services, and contract deliverables to provide an accessible and inclusive experience, in alignment with the **Americans with Disabilities Act (ADA)**, **Section 508 of the Rehabilitation Act**, and applicable state and federal procurement requirements, including those under the **Texas Department of Information Resources (DIR)** and the **U.S. General Services Administration (GSA)**.

1. Commitment to Accessibility

We recognize the importance of accessibility in both digital and physical services. Teltech is committed to making our website, <https://teltech.com>, and all solutions offered under GSA and DIR contracts accessible to the broadest possible audience, regardless of ability. Our goal is to provide a seamless, user-friendly experience that accommodates the needs of users with disabilities while ensuring compliance with federal and state procurement regulations.

2. Accessibility Standards

To maintain compliance and accessibility, we adhere to best practices and implement the following standards:

- **Web Content Accessibility Guidelines (WCAG) 2.1, Level AA** – Internationally recognized guidance for digital accessibility.
- **Section 508 of the Rehabilitation Act** – Ensures our electronic and information technology (EIT) is accessible to all individuals, including those with disabilities, and meets federal contract standards.
- **Texas DIR Accessibility Standards** – Aligns with WCAG 2.0/2.1 and Section 508, ensuring that all offerings under DIR contracts are compliant with the State of Texas accessibility requirements.

3. Accessibility Features

Our website and online systems include:

- **Keyboard Navigation** – Full site navigation available via keyboard.
- **Screen Reader Compatibility** – Optimized content with descriptive alt text for images and accessible markup for interactive elements.



- **Color Contrast Compliance** – High-contrast text and visual elements for readability.
- **Responsive Design** – Compatibility across desktops, tablets, and mobile devices.

For contract-related deliverables (reports, software, portals, and documentation), Teltech ensures accessibility reviews before submission to GSA or DIR customers.

4. Ongoing Efforts

Teltech continuously monitors accessibility through periodic reviews and testing. We also provide training and resources for our staff and subcontractors to ensure current best practices in accessibility are applied across all deliverables.

5. Accessibility Assistance

If you experience difficulty accessing our website or any contract-related content, please contact us so we can assist you. Your feedback is essential, and we welcome suggestions for improvement.

Contact Information:

- **Email:** support@teltech.com
- **Phone:** [Insert Teltech main support line]
- **Mail:** Teltech Communications, LLC [Insert corporate office address] Attention: Accessibility Coordinator

6. Third-Party and Subcontractor Content

As a **Prime Vendor** under GSA and DIR contracts, Teltech may engage subcontractors or third-party providers to deliver goods or services. Teltech requires subcontractors to meet ADA, Section 508, and Texas DIR accessibility standards. While we cannot guarantee third-party websites or external tools fully meet these standards, we actively encourage and monitor compliance. If you encounter accessibility barriers with third-party or subcontractor-provided content, please notify us so that we can take corrective action.

7. Future Improvements

Accessibility is an ongoing commitment. As technologies evolve and federal/state standards update, Teltech will continue improving accessibility features and practices. Our objective is to ensure full accessibility compliance across **GSA** and **DIR** contract environments, providing an inclusive experience for all users.



Closing Statement: Teltech is dedicated to building an accessible, compliant, and inclusive online and contractual environment. If you have questions about this policy, GSA or DIR accessibility compliance, or would like to provide feedback, please do not hesitate to contact us.