



January 2006

*To Customers Interested in Cisco's Voice Over IP Solutions*

*Re: Accessibility and Cisco Voice over IP Solutions*

Thank you for expressing an interest in Cisco's Accessibility Initiative. While all personnel at Cisco contribute to the delivery of accessible technology according to their roles and responsibilities, Cisco's Accessibility Team empowers customers with the information to make informed purchasing decisions and drives innovation in the area of convergence and accessibility by supporting and anticipating customer needs.

**As demonstrated in the attached matrix, Cisco Systems' IP Communication Solutions Meet or Exceed the U.S. Access Board's Accessibility Standards cited in Section 508 of the Rehabilitation Act (29 U.S.C. 794d).** Cisco uses the Information Technology Industry Council's (ITI) Voluntary Accessibility Matrix templates (VPAT) as a visual measure of a product's/solution's degree of conformance. These VPATs contain specific conformance data and useful comments on existing and anticipated features. We welcome your comments and observations. These VPATs are available for public viewing at the following URL:

[http://www.cisco.com/web/about/responsibility/accessibility/legal\\_regulatory/vpats.html](http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html).

Cisco operates in a spirit of openness, as demonstrated by its participation in virtually every industry group concerned with networking standards and in its willingness to share innovations with others. Our accessibility initiatives are based soundly on open public standards including those issued by the U.S. Access Board and guidelines including those published by the international World Wide Web Consortium. As a result, Cisco's IP Communication Solution conforms, or is capable of conforming, to the standards referenced in Section 508 of the Rehabilitation Act.

**Cisco Systems is Committed to Providing Accessible Solutions to Federal, State, and Municipal Organizations.** Consistent with Cisco's Vision to change the way we work, live, play and learn – Cisco supports government efforts to promote the accessibility of information and communication products and services.

Having successfully completed a number of recent accessibility reviews by federal, state, and municipal organizations we are confident that government customers may procure accessibility optimized Cisco IP telephony systems (phones and voice messaging software).

It is important to note that if an access feature is required in your network, and is apparently not directly addressed by a Cisco product, Cisco may be able to provide an alternate method of deployment which conforms with common accessibility standards, or

(where possible) will point to other methods of providing comparable information where Cisco is not the provider of an alternative method.

Thank you again for expressing an interest in Cisco's Accessibility Initiative. For more information, please visit the Cisco Accessibility website at [www.cisco.com/go/accessibility](http://www.cisco.com/go/accessibility); contact your local Cisco sales representative; or send email to [accessibility@cisco.com](mailto:accessibility@cisco.com), Subject: Accessibility Standards.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Pitchford". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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