

# Mango Languages Web Accessibility Roadmap

**Web Accessibility Conformance Timeline:** Mango Languages shall ensure full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations provided by and through [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications according to the following timeline and requirements:

- **Phase I:** By January 1st, 2018, Mango Languages shall ensure that [www.mangolanguages.com](http://www.mangolanguages.com) conforms to, at minimum, the Web Content Accessibility Guidelines 2.0 Level A and AA Success Criteria ("WCAG 2.0 AA").
- **Phase II:** By March 31st, 2018, Mango Languages shall ensure that its mobile applications conform to, at minimum, the WCAG 2.0 AA.

**Web Accessibility Coordinator:** By March 31st, 2017, Mango Languages shall designate an employee, who shall report directly to Mango Languages' enterprise Chief Operations Officer as the Web Accessibility Coordinator for [www.mangolanguages.com](http://www.mangolanguages.com) and mobile applications and provide the name of and contact information for that person upon request. The Web Accessibility Coordinator:

- shall be knowledgeable about WCAG 2.0 and web accessibility generally;
- shall be responsible for overseeing, managing, and coordinating Mango Languages' implementation of this Decree
- shall be responsible for reporting and documenting quarterly, at minimum, to Mango Languages' Enterprise Chief Operations Officer that all new releases have been made accessible pre-production; any post-production accessibility bugs have been remediated; and whether the requirements set forth in this Consent Decree have been met, and, if not, what requirements have not been satisfied and why.

**Web Accessibility Policy:** By March 31st, 2017, Mango Languages shall adopt and implement a Web Accessibility Policy consistent with the attachment at Exhibit A. By March 31st, 2017, Mango Languages shall:

- distribute the Web Accessibility Policy to all Web Content Personnel, Client Care Advocates, and Customer Service Personnel for [www.mangolanguages.com](http://www.mangolanguages.com);
- provide a copy of the policy to each new Web Content Personnel, contractor responsible for web content, and Customer Service Personnel for [www.mangolanguages.com](http://www.mangolanguages.com);
- redistribute the corporate Web Accessibility Policy annually to all Web Content Personnel, contractors responsible for web content, and Customer Service Personnel.
- make publicly available and directly link from the [www.mangolanguages.com](http://www.mangolanguages.com) homepage, a statement of Mango Languages' policy to ensure that persons with disabilities have full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of Mango Languages, through [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications; and
- accompany the public policy statement with an accessible means of submitting

accessibility questions and problems.

**Web Accessibility Committee:** By March 31st, 2017, Mango Languages shall appoint a cross-functional committee charged with monitoring and maintaining conformance of [www.mangolanguages.com](http://www.mangolanguages.com) and the mobile applications with WCAG 2.0 AA throughout the term of this Consent Decree to assist and report to the Web Accessibility Coordinator.

**Web Accessibility Feedback:** By July 31st, 2017, Mango Languages shall provide a notice, prominently and directly linked from the [www.mangolanguages.com](http://www.mangolanguages.com) homepage, soliciting feedback from visitors to [www.mangolanguages.com](http://www.mangolanguages.com) on how the accessibility of the website and mobile applications can be improved; the link shall provide several methods to provide feedback, including an accessible form to submit feedback or an email address, and a toll-free phone number (with TTY) to contact representatives knowledgeable about the Web Accessibility Policy.

**Customer Assistance for Mango Languages Users with Disabilities:** By March 31st, 2017, Mango Languages shall train its Customer Service Personnel to escalate calls from users with disabilities who encounter difficulties using [www.mangolanguages.com](http://www.mangolanguages.com) or its mobile applications. Mango Languages shall have trained sufficient personnel handling escalated calls timely to assist such calls from users with disabilities. Mango Languages shall establish procedures for promptly directing requests for assistance to such personnel including notifying the public that customer assistance is available to users with disabilities and describing the process to obtain that assistance. By September 30th, 2017, Mango Languages shall have met the requirements of this paragraph for the mobile applications.

**Web Accessibility Training:** By March 31st, 2017, and at least once annually thereafter for the term of this Consent Decree, Mango Languages shall provide mandatory web accessibility training to all employees who write or develop programs or code for, or who publish final content to, [www.mangolanguages.com](http://www.mangolanguages.com) and/or its mobile applications on how to conform all web content and services with, at minimum, WCAG 2.0 AA and the terms of this Consent Decree. Web Content Personnel also shall receive the training when they are hired into a position that includes such a role. Mango Languages shall ensure that contractors are familiar with WCAG 2.0 and the requirements of this Consent Decree to the extent necessary to perform the duties under their contract.

**Performance Reviews of Web Accessibility Coordinator and Mango Languages Employees:** Performance reviews of the Web Accessibility Coordinator and all employees identified in this document shall include consideration of the degree and effectiveness with which each took accessibility considerations into account in the performance of their respective duties, once they have had the opportunity to receive accessibility training as required above.

**User Accessibility Testing Group:** By March 31st, 2017, and at least once annually

for the term of this Consent Decree, and whenever a substantial proposed change to [www.mangolanguages.com](http://www.mangolanguages.com) and/or its mobile applications is made available to any group of Mango Languages users or customers (e.g., Beta testing), such changes shall be tested by individuals with different disabilities, including at a minimum individuals who are blind, deaf, and/or have physical disabilities affecting manual dexterity (such as those limiting the ability to use a mouse), to identify any accessibility barriers not otherwise apparent through automated testing.

**Modification of Bug Fix Priority Policies:** By March 31st, 2017, Mango Languages shall modify existing bug fix policies, practices, and procedures to include the elimination of bugs that create nonconformance with WCAG 2.0 AA to [www.mangolanguages.com](http://www.mangolanguages.com) and/or its mobile applications (“Modified Bug Fix Priority Policies”). The Modified Bug Fix Priority Policies shall ensure that any bugs that create nonconformance with WCAG 2.0 AA to [www.mangolanguages.com](http://www.mangolanguages.com) and/or its mobile applications are remedied with the same level of priority (e.g., speed, resources used to remediate) as any other equivalent loss of function for individuals without disabilities.

**Web Accessibility Consultant and Evaluation:** By March 31st, 2017, Mango Languages shall retain an independent consultant (“Web Accessibility Consultant”) who has expertise concerning accessible web development and WCAG 2.0.

- By July 31st, 2017, and annually thereafter, the independent Web Accessibility Consultant shall provide the parties a written evaluation. This evaluation shall describe: whether [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications are in conformance with requirements of WCAG 2.0 AA and this Consent Decree: include any recurring, frequent, or significant deviations from the Modified Bug Fix Priority Policies, and shall make recommendations to improve the accessibility of [www.mangolanguages.com](http://www.mangolanguages.com) and/or the mobile applications (“Web Accessibility Evaluation”).
- The Web Accessibility Consultant shall provide copies of the Web Accessibility Evaluation to all parties to this Decree.
- Mango Languages shall incorporate all of the recommendations contained in the Web Accessibility Evaluation within ninety (90) days of receiving the Accessibility Evaluation; provided, any recommendations for the Online Tax Preparation Product shall be made thirty (30) days prior to release.

## **EXHIBIT A**

### **Website and Mobile Application Accessibility Policy**

**General Policy:** It is Mango Languages’ policy to ensure that persons with disabilities have a full and equal opportunity to benefit from the goods, services, privileges, advantages, and accommodations offered by Mango Languages through the [www.mangolanguages.com](http://www.mangolanguages.com) website, on other websites under its control and to which it provides content for the public, and through its mobile applications. Mango

Languages provides effective communication with persons with disabilities, and ensures that individuals with disabilities are not excluded from them by Mango Languages' policies, standards, criteria, or methods of administration.

**Web Accessibility:** Mango Languages provides online content in the following manner to ensure it is accessible to individuals with disabilities on [www.mangolanguages.com](http://www.mangolanguages.com) and mobile applications:

- All new web pages, web applications, and content published to [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications for public use shall conform to the Level A and Level AA Success Criteria and Conformance Requirements of the Web Content Accessibility Guidelines ("WCAG") 2.0 (Dec. 11, 2008), published by the World Wide Web Consortium ("W3C"), Web Accessibility Initiative ("WAI"), available at [www.w3.org/TR/WCAG/](http://www.w3.org/TR/WCAG/).
- Mango Languages provides a notice, prominently and directly linked from the [www.mangolanguages.com](http://www.mangolanguages.com) homepage, soliciting feedback from visitors to [www.mangolanguages.com](http://www.mangolanguages.com) on how accessibility can be improved and providing contact information for Call Center personnel knowledgeable concerning this policy.
- Mango Languages annually distributes this Policy to all personnel that design, develop, maintain, manage, or otherwise have responsibility for the content and format of [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications ("Web Content Personnel").
- Mango Languages has designated a Web Accessibility Coordinator for [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications, who is knowledgeable concerning the WCAG 2.0 and web accessibility generally and is available as a resource for Web Content Personnel.
- Mango Languages provides annual training on web accessibility to Web Content Personnel, and considers the degree and effectiveness with which personnel took accessibility considerations into account in the performance of their duties when reviewing their performance.
- Mango Languages annually assesses and reviews the delivery of content via [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications to ensure inclusion, integration, and equal treatment of, as well as effective communication with, persons with disabilities, including, among others, persons that:
  - Use screen readers or voice interactive software;
  - Only or predominately use keyboards to input data and to navigate websites;
  - Use Braille output devices;
  - Use on-screen keyboards;
  - Use text magnification software;
  - Require the ability to adjust font size and/or color to view web pages;
  - Require audio description to access video content; and
  - Require captions to access audio and visual materials.
- Mango Languages regularly conducts automated tests and annually enlists individuals with a variety of disabilities to test [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications for accessibility.
- Mango Languages has retained **Access Ingenuity** as a Web Accessibility

Consultant to annually evaluate [www.mangolanguages.com](http://www.mangolanguages.com) for conformance with WCAG 2.0 to the Level A and Level AA Success Criteria and other Conformance Requirements, the requirements of this Policy. Each year, the Web Accessibility Consultant prepares a written report based on the evaluation, which identifies any barriers and provides recommendations to enhance the accessibility of [www.mangolanguages.com](http://www.mangolanguages.com) and its mobile applications.

**Compliance with the Policy:** Mango Languages requires employees and contractors to comply with this policy. Failure to comply with this policy may result in disciplinary action.