[DATE]

Dear Valued Partner,

Nearly 13 percent of Americans reported living with a disability in 2017, which means it’s likely that a substantial number of [COMPANY NAME’s] [# OF CUSTOMERS] business and residential customers likely have a physical, sensory or cognitive disability. Furthermore, while accessibility solutions may be critical for those with disabilities, they can be useful for those without disabilities as well.

Universal Design recognizes that, where possible, the removal of dependencies limited to any given sensory input or physical ability results in a better product. It produces an outcome that not only opens access to a wider audience, but also offers the typical audience a more diverse way to engage with products and environments. Achieving such outcome of greater access for customers experiencing a circumstantial disability, such as being in a dim room or having their hands full, leads to a more appealing design overall.

To better serve the needs of customers and employees with disabilities, COMPANY NAME formed an accessibility team responsible for the planning, strategy for, consultation on, and execution of their accessibility efforts, including Universal Design for its products and services as well as ensuring compliance with legal and governmental policies related to telecommunications and web accessibility for consumers.

There are multiple compliance obligations applicable to COMPANY NAME’s products and services under the Communications Act (CA), including the Twenty-First Century Communications Act and Video Accessibility Act (CVAA) and Federal Communications Commission (FCC) accessibility regulations, as well as state and local accessibility laws. COMPANY NAME’s expectation is that the web applications and software of COMPANY NAME and its partners meet or exceed the applicable guidelines and requirements set forth in the Web Content Accessibility Guidelines (WCAG) 2.0.

By creating accessible products, we transform the experience of our customers with our products and services, making available greater interactivity for all. While we have a team of Accessibility architects to work with developers and user experience designers and our products undergo extensive testing designed to create universal and accessible experiences, we also rely on the collaboration of our valued partners like you to achieve our accessibility goals.

Sincerely,

COMPANY NAME Officer