

Finding Common Ground Around Digital Accessibility

Customers and content providers share a:

- Desire for Diversity, Equity, and Inclusion
- Need to balance multiple priorities, systems, and products
- Range of knowledge, expertise, and resources around digital accessibility

Regarding documentation requests, customers and content providers should be:

- Clear
- Concise
- Courteous

Regarding remediation requests, customers and providers should work together:

- Customer provides as much detail as possible
- Provider attempts to replicate the issue and reports back
- Provider outlines remediation plan

Remember, it's a dialogue not a challenge.

- Technical details and steps to replicate are key
- Be transparent about user needs and remediation timelines
- Be patient with each other