# ITNS, LLC
## ICT Accessibility Policy

### Purpose

ITNS is committed to delivering information and communication technology (ICT), documentation, and services that are accessible to people with disabilities, consistent with WCAG 2.1 Level AA and, for Texas public-sector Customers, 1 Texas Administrative Code Chapters 206 and 213.

### Scope

This policy applies to Customer-facing documents, reports, portals, and tools that ITNS produces or selects, and to the ITNS public website.

### Commitments

1. Documents and reports delivered to Customers will be produced in accessible formats, including tagged PDFs, alternative text for images, logical heading structure, and sufficient color contrast.
2. Accessibility will be evaluated when selecting Customer-facing third-party tools, and ITNS will obtain the manufacturer's Accessibility Conformance Report where available.
3. Where a tool has a known accessibility limitation, ITNS will provide an alternate means of support, such as phone or email.
4. Accessibility issues reported by Customers will be logged as service tickets and tracked to resolution.

### Responsibility

The VP of Technology is responsible for implementing this policy. The Owner reviews this policy annually.

### Effective Date

This policy is effective upon the Owner's signature below.

Bradley Wicks

Bradley Wicks, Owner

Date: 10/19/2026