

BIG-ABE Accessibility Statement

Public accessibility commitment for BIG-ABE websites, documents, forms, and digital service channels

KEEPING CRITICAL SYSTEMS OPERATIONAL

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1. Commitment

BIG-ABE is committed to providing digital information and customer-service pathways that are accessible to the broadest practical audience, including people who use assistive technologies, need alternate formats, or communicate through alternate methods.

This Accessibility Statement should be read together with the BIG-ABE Website Terms of Use, which govern BIG-ABE's digital services.

Accessibility is treated as part of reliable customer service. BIG-ABE aims to make key public information, service-intake pathways, customer communications, and legal notices reasonably usable by customers, prospective customers, authorized representatives, and other visitors.

2. Scope and Target Standard

This statement applies to public BIG-ABE digital content that BIG-ABE controls, including www.big-abe.com or a successor public website, public notices, customer-facing web forms, and public documents posted by BIG-ABE.

BIG-ABE uses the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA as its public web-content accessibility target where reasonably practicable. This statement is an accessibility commitment and user-assistance notice; it is not a technical certification, warranty, or final conformance report.

Where BIG-ABE deploys AI-assisted customer interactions, BIG-ABE intends those services to be developed and reviewed with accessibility considerations appropriate to their intended use.

3. Accessibility Practices

BIG-ABE will use the following operating expectations when designing, reviewing, publishing, or materially updating customer-facing digital content.

Area	Operating expectation
Website structure	Use semantic headings, readable text, keyboard-aware interactions, descriptive links, visible focus states, and responsive layouts.
Forms	Use clear labels, error guidance, logical tab order, sufficient time for completion where practical, and confirmation messaging when forms are submitted.
Media and images	Provide meaningful text alternatives for informative images and avoid using images as the only source of critical customer information.
Documents	Use accessible document styles, heading structure, readable tables, and accessible PDF or DOCX exports when public documents are posted.
Procurement and vendors	Consider accessibility when selecting, configuring, or renewing customer-facing third-party tools, embedded services, communications providers, and payment workflows.

4. Known Limitations and Alternatives

BIG-ABE will list confirmed accessibility limitations in plain language once the applicable website, form, document, or third-party workflow has been reviewed. If no confirmed limitation is known at the time of publication, the public version may state that BIG-ABE is continuing to monitor and improve accessibility and will update the statement as specific issues are identified.

Area to review	Potential user impact	Interim assistance
Third-party workflows	Payment, scheduling, map, review, communication, or embedded interfaces may have accessibility behavior outside BIG-ABE's direct control.	Contact BIG-ABE for help completing the same customer-service task through an alternate channel.
Older documents	Legacy PDF or DOCX files may not have complete headings, table structure, or text alternatives.	Request the information in an accessible format through the accessibility assistance contact.
Media or images	Some historical media, equipment photos, or visual examples may not include full captions, transcripts, or detailed descriptions.	Request a text explanation, transcript, or alternate description when needed.
Forms and error messages	A customer may encounter labeling, focus, validation, timeout, or submission-confirmation issues during a form workflow.	Report the issue and provide the page, device, browser, assistive technology, and task attempted if available.

5. Feedback and Assistance

If a customer experiences difficulty accessing BIG-ABE digital content or needs information in a different format, the customer may contact BIG-ABE using the contact information below. BIG-ABE will review the request and provide reasonable assistance through an appropriate channel.

Alternate formats and assistance may include accessible PDF, plain text, telephone assistance, email, or other alternative communication appropriate to the request.

To help BIG-ABE respond, accessibility feedback should include the affected page or document, the task the customer was trying to complete, the device and browser used if known, any assistive technology involved if the customer chooses to share it, and the preferred contact method for follow-up.

Accessibility requests are routed through compliance@big-abe.com and should be tracked until resolution, documented closure, or an appropriate alternate-access arrangement.

If an accessibility concern is not resolved through the assistance process, the customer may ask for compliance review by contacting compliance@big-abe.com. This escalation path does not limit any rights, remedies, or complaint channels that may be available under applicable law.

6. Technical Compatibility and Testing

BIG-ABE intends its public digital content to work with current versions of major browsers and commonly used assistive technologies where reasonably practicable. Testing should include keyboard navigation, screen-reader compatibility checks, color contrast review, form-label review, link-text review, document-structure review, and mobile or responsive-layout checks.

BIG-ABE reviews accessibility compatibility as part of ongoing monitoring and will update this statement if known browser, device, operating-system, or assistive-technology limitations materially affect access to public digital content.

7. Third-Party Content

Some third-party platforms, maps, reviews, payment workflows, scheduling tools, communications providers, social-media pages, or embedded services may be controlled by parties other than BIG-ABE. BIG-ABE will consider accessibility when selecting and configuring customer-facing tools, but third-party interfaces may have their own accessibility limitations and support channels.

When BIG-ABE learns that a third-party customer-facing workflow creates an accessibility barrier, BIG-ABE will evaluate reasonable configuration changes, vendor support options, alternate access methods, and whether the limitation should be identified in this statement until addressed.

8. Publication, Review, and Updates

The approved public accessibility statement should be easy to find from the sitewide footer using consistent link text such as Accessibility or Accessibility Statement. BIG-ABE may also link to the statement from a legal-notices, privacy, help, or contact page, but the footer link should take users directly to the statement.

BIG-ABE reviews this statement at least annually and after material changes to website functionality, customer-service workflows, vendors, public documents, accessibility testing results, applicable legal requirements, or customer feedback trends.

9. Contact

Website: https://www.big-abe.com/assets/legal/Accessibility_Statement_BIG-ABE.pdf

Accessibility assistance, website legal notice questions, and compliance questions: compliance@big-abe.com

Privacy rights requests and privacy questions: privacy@big-abe.com

Mailing Address: 2942 N 24th St Ste 115 #944131, Phoenix, AZ 85016

Customers who use telecommunications relay services may contact BIG-ABE through their preferred relay provider where available.