

# Voluntary Product Accessibility Template® (VPAT®)

## Version 2.1

March 2018

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## About This Document

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report
- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report. The VPAT 2.1 template now includes criteria from WCAG 2.0 and EN 301 549, as well as the Revised Section 508 Standards and Section 255 guidelines.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.1 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

# Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for three major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.
3. Determine which accessibility standards/guidelines will be included in the product conformance report
4. It is the vendor's responsibility to maintain the integrity of the data in the report.

## Essential Requirements for Authors

The following are the minimum requirements to be a VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The only requirement is that the final conformance report must be accessible.
3. A report may contain a minimum of one applicable Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
4. A report must contain the following content at a minimum:
  - **Report Title** – In the heading format of “[Company Name] Accessibility Conformance Report”
  - **VPAT Heading Information** – Template version
  - **Name of Product/Version** – Name of Product being reported, including version of the product
  - **Product Description** – A brief description of the product
  - **Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included ensure it is clear “4 May 2016” or “May 4, 2016”.
  - **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
  - **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
  - **Evaluation Methods Used** – Include a description of what evaluation methods were used to complete the VPAT for the product under test.
  - **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
    - The list must include only the Standards/Guidelines that were used to develop the product.
    - A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.
    - The applicable Standards/Guidelines that may be included are:
      - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017
      - [Corrections to the ICT Final Rule](#) – a correction to the Revised Section 508 standards, published by the US Access Board in the Federal Register on January 22, 2018

- Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500), at <http://www.w3.org/TR/2008/REC-WCAG20-20081211/>
  - EN 301 549 “Accessibility requirements suitable for public procurement of ICT products and services in Europe”, V1.1.2 (2015-04) at <http://mandate376.standards.eu/standard>
- This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified.
  - Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.
- **Terms** – Conformance level terms description section
  - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Tables – The answers in the WCAG success criteria tables are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
    - 2017 Section 508:
      - Chapter 5 Software
      - Chapter 6 Support Documentation
    - EN 301 549 Standard:
      - Chapter 9 Web
      - Chapter 10 Non-Web
      - Chapter 11 Software
      - Chapter 12 Documentation and Support Services
    - The selected levels of WCAG 2.0 Guidelines.
  - Due to answers applying to multiple criteria, when answering for the 2017 Section 508 or EN 301 549, the answers need to be clear in what individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.
  - If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.

6. Conformance Levels – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.0 Level AAA.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.'

7. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

- When the conformance level is 'supports with exceptions' or 'does not support', the remarks should identify:
  1. The functions or features with issues
  2. How they do not fully support
- If the criterion does not apply, explain why.
- If an accessible alternative is used, describe it.

8. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section doesn't apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

# Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document
  - Links to any related documents
  - Additional information describing the product
  - Additional information about what the document does or does not cover
  - Information suggested by the WCAG 2.0 Conformance Claim, at <http://www.w3.org/TR/WCAG20/#conformance-claims>
  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
  - Testing is based on general product knowledge
  - Similar to another evaluated product
  - Testing with assistive technologies
  - Published test method (provide name, publisher, URL link)
  - Vendor proprietary test method
  - Other test method
- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.
  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.

- Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
  - When an entire section is not being reported on because it doesn't apply to the product, for example:
    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
    - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.0 Tables:** The WCAG 2.0 criteria is shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered.
- **Language:** Use text appropriate for your audience.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

- The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

## Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance Report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: <http://www.itic.org>.
- Check for each required item in the VPAT® document:
  - The report title **[Company Name] Accessibility Conformance Report**
  - The “VPAT® Version 2.1” heading
  - Name of Product/Version
  - Product Description
  - Date
  - Contact Information
  - Notes
  - Evaluation methods used
  - Applicable Standards/Guidelines
  - Terms
  - Report Information



- Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Post your final document on your company's web site, or make the document available to customers upon request.
- Your final document should be accessible.

## **Table Information for VPAT<sup>®</sup> Readers**

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# [Company] Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:**

**Product Description:**

**Date:**

**Contact information:**

**Notes:**

**Evaluation Methods Used:**

**Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No )

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(Yes / No )
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## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.15 (Web)</li> <li>• 10.2.15 (non-web document)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.15 (Software)</li> <li>• 11.2.2.15 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>



Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> <li>• 11.2.1.38 (Software)</li> <li>• 11.2.2.38 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.5 (Web)</li> <li>• 10.2.5 (non-web document)</li> <li>• 11.2.1.5 (Software)</li> <li>• 11.2.2.5 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Authoring Tool:	Authoring Tool:
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (Web)</li> <li>• 10.2.6 (non-web document)</li> <li>• 11.2.1.6 (Software)</li> <li>• 11.2.2.6 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (Web)</li> <li>• 10.2.12 (non-web document)</li> <li>• 11.2.1.12 (Software)</li> <li>• 11.2.2.12 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> </ul>	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.13 (Web)</li> <li>• 10.2.13 (non-web document)</li> <li>• 11.2.1.13 (Software)</li> <li>• 11.2.2.13 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.24 (Web)</li> <li>10.2.24 (non-web document) – Does not apply</li> <li>11.2.1.24 (Software) – Does not apply</li> <li>11.2.2.24 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.25 (Web)</li> <li>10.2.25 (non-web document)</li> <li>11.2.1.25 (Software)</li> <li>11.2.2.25 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.28 (Web)</li> <li>• 10.2.28 (non-web document)</li> <li>• 11.2.1.28 (Software) – Does not apply</li> <li>• 11.2.2.28 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web document)</li> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.36 (Web)</li> <li>10.2.36 (non-web document)</li> <li>11.2.1.36 (Software)</li> <li>11.2.2.36 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	<p>Web:</p>	<p>Web:</p>
<p><b>1.2.7 Extended Audio Description (Prerecorded)</b> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>2017 Section 508 – Does not apply</p>	<p>Web:</p>	<p>Web:</p>
<p><b>1.2.8 Media Alternative (Prerecorded)</b> (Level AAA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
<b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>1.4.6 Contrast Enhanced</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>1.4.8 Visual Presentation</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>1.4.9 Images of Text (No Exception) Control</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.3 No Timing</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b><u>2.2.4 Interruptions</u></b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.3.2 Three Flashes</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.4.8 Location</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">2.4.10 Section Headings</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">3.1.5 Reading Level</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  2017 Section 508 – Does not apply</p>	Web:	Web:
<p><a href="#">3.1.6 Pronunciation</a> (Level AAA)</p>	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<b>3.2.5 Change on Request</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b>3.3.5 Help</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<b>3.3.6 Error Prevention (All)</b> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision		
302.2 With Limited Vision		
302.3 Without Perception of Color		
302.4 Without Hearing		
302.5 With Limited Hearing		
302.6 Without Speech		

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation		
302.8 With Limited Reach and Strength		
302.9 With Limited Language, Cognitive, and Learning Abilities		

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required



<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
407.2 Contrast		
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
411.1 General		
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## EN 301 549 Report

Notes:

### Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage without vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition		
4.2.11 Privacy		

## Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
<b>5.7 Key repeat</b>		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>6.1 Audio bandwidth for speech (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.3 Interoperability		
6.2.4 Real-time text responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.6 Alternatives to video-based services		

## Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		

Criteria	Conformance Level	Remarks and Explanations
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

## Chapter [8: Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>8.1.1 Generic requirements</b>	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections		
8.1.3 Colour		
<b>8.2 Hardware products with speech output</b>	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
<b>8.3 Physical access to ICT</b>	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level		
8.3.2.2 Clear floor or ground space		
8.3.2.3.1 General		
8.3.2.3.2 Forward approach		
8.3.2.3.3 Parallel approach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1.1 Unobstructed high forward reach		
8.3.3.1.2 Unobstructed low forward reach		



Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.3.1 Clear floor space		
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach		
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach		
8.3.3.2.1 Unobstructed high side reach		
8.3.3.2.2 Unobstructed low side reach		
8.3.3.2.3.1 Obstructed (≤255 mm) side reach		
8.3.3.2.3.2 Obstructed (≤610 mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
<b>8.4 Mechanically Operable parts</b>	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys		
8.4.2.1 Means of Operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

## Chapter [9: Web](#) (see WCAG 2.0 section)

Notes:

## Chapter [10: Non-web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>10.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>10.2 Document success criteria</b>	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
10.2.39 Caption positioning		

Criteria	Conformance Level	Remarks and Explanations
10.2.40 Audio description timing		

## Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>11.3 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.1 Closed functionality (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.3.2.2 Platform accessibility service support for assistive technologies</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services		
11.3.2.4 Assistive technology		
11.3.2.5 Object information		
11.3.2.6 Row, column, and headers		
11.3.2.7 Values		
11.3.2.8 Label relationships		
11.3.2.9 Parent-child relationships		
11.3.2.10 Text		
11.3.2.11 List of available actions		
11.3.2.12 Execution of available actions		
11.3.2.13 Tracking of focus and selection attributes		
11.3.2.14 Modification of focus and selection attributes		
11.3.2.15 Change notification		

Criteria	Conformance Level	Remarks and Explanations
11.3.2.16 Modifications of states and properties		
11.3.2.17 Modifications of values and text		
<b>11.4 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features		
11.4.2 No disruption of accessibility features		
11.5 User preferences		
<b>11.6 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.6.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		
11.6.5 Templates		

## Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>13.1 Relay services requirements</b>	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		
13.2 Access to relay services		
13.3 Access to emergency services		

## Legal Disclaimer (Company)

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