**Open-Xchange Accessibility Conformance Report**

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version: Open-Xchange App Suite UI (Core) 7.10.6

## Report Date: January 2022

## Product Descripti**on:**

## An easy-to-use email, communication, and collaboration platform, OX App Suite provides access to a wide range of white-labeled applications.

## **Contact Information:** [info@open-xchange.com](mailto:info@open-xchange.com)

## Notes:

## In the scope of this document are the core components of the web user interface (login, mail, portal, addressbook, calendar, settings, drive). Exempt from the scope is user content e.g. HTML mails, as we can not modify user content and all modifications of core ui code.

## Evaluation Methods Used:

## Testing Open-Xchange App Suite UI (Core) involved extensive use of leading assistive technologies, such as screen readers, screen magnifiers, and speech recognition software, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques such as manual inspection of Accessibility API output.

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A - **Yes**  Level AA - **Yes**  Level AAA - **No** |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) | Level A - **Yes**  Level AA - **Yes**  Level AAA - **No** |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | **Yes** |
| [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - V3.1.1 (2019-11) | **Yes** |

## 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.
* **Partially Supports**: 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.x Report

Tables 1 and 2 also document conformance with:

* EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
* 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.x 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](https://www.w3.org/TR/WCAG20/" \l "conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.1.1](http://www.w3.org/TR/WCAG20/" \l "text-equiv-all) Non-text Content** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.1.1 (Web) * 10.1.1.1 (Non-web document) * 11.1.1.1.1 (Open Functionality Software) * 11.1.1.1.2 (Closed Functionality Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-av-only-alt)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.2.1 (Web) * 10.1.2.1 (Non-web document) * 11.1.2.1.1 (Open Functionality Software) * 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.2.2 Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-captions)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.2.2 (Web) * 10.1.2.2 (Non-web document) * 11.1.2.2 (Open Functionality Software) * 11.1.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.2.3 (Web) * 10.1.2.3 (Non-web document) * 11.1.2.3.1 (Open Functionality Software) * 11.1.2.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-programmatic)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.3.1 (Web) * 10.1.3.1 (Non-web document) * 11.1.3.1.1 (Open Functionality Software) * 11.1.3.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.3.2 Meaningful Sequence](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-sequence)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.3.2 (Web) * 10.1.3.2 (Non-web document) * 11.1.3.2.1 (Open Functionality Software) * 11.1.3.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/" \l "content-structure-separation-understanding)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.3.3 (Web) * 10.1.3.3 (Non-web document) * 11.1.3.3 (Open Functionality Software) * 11.1.3.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-without-color)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.4.1 (Web) * 10.1.4.1 (Non-web document) * 11.1.4.1 (Open Functionality Software) * 11.1.4.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-dis-audio)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.4.2 (Web) * 10.1.4.2 (Non-web document) * 11.1.4.2 (Open Functionality Software) * 11.1.4.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-keyboard-operable)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.1.1 (Web) * 10.2.1.1 (Non-web document) * 11.2.1.1.1 (Open Functionality Software) * 11.2.1.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-trapping)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.1.2 (Web) * 10.2.1.2 (Non-web document) * 11.2.1.2 (Open Functionality Software) * 11.2.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.1.4 Character](https://www.w3.org/TR/WCAG21/" \l "character-key-shortcuts) Key Shortcuts** (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.1.4 (Web) * 10.2.1.4 (Non-web document) * 11.2.1.4.1 (Open Functionality Software) * 11.2.1.4.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/" \l "time-limits-required-behaviors)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2.1 (Web) * 10.2.2.1 (Non-web document) * 11.2.2.1 (Open Functionality Software) * 11.2.2.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/" \l "time-limits-pause)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.2.2 (Web) * 10.2.2.2 (Non-web document) * 11.2.2.2 (Open Functionality Software) * 11.2.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.3.1 Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/" \l "seizure-does-not-violate)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.3.1 (Web) * 10.2.3.1 (Non-web document) * 11.2.3.1 (Open Functionality Software) * 11.2.3.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-skip)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4.1 (Web) * 10.2.4.1 (Non-web document) – Does not apply * 11.2.4.1 (Open Functionality Software) – Does not apply * 11.2.4.1 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web:  Electronic Docs:  Authoring Tool: | | | Web:  Electronic Docs:  Authoring Tool: |
| **[2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-title)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4.2 (Web) * 10.2.4.2 (Non-web document) * 11.2.4.2 (Open Functionality Software) - Does not apply * 11.2.4.2 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| **[2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-order)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4.3 (Web) * 10.2.4.3 (Non-web document) * 11.2.4.3 (Open Functionality Software) * 11.2.4.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-refs)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.2.4.4 (Web) * 10.2.4.4 (Non-web document) * 11.2.4.4 (Open Functionality Software) * 11.2.4.4 (Closed Software * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.5.1 Pointer Gestures](https://www.w3.org/TR/WCAG21/" \l "pointer-gestures)** (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.1 (Web) * 10.2.5.1 (Non-web document) * 11.2.5.1 (Open Functionality Software) * 11.2.5.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.5.2 Pointer Cancellation](https://www.w3.org/TR/WCAG21/" \l "pointer-cancellation)** (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.2 (Web) * 10.2.5.2 (Non-web document) * 11.2.5.2 (Open Functionality Software) * 11.2.5.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/" \l "label-in-name)** (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.3 (Web) * 10.2.5.3 (Non-web document) * 11.2.5.3.1 (Open Functionality Software) * 11.2.5.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/" \l "motion-actuation)** (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.4 (Web) * 10.2.5.4 (Non-web document) * 11.2.5.4 (Open Functionality Software) * 11.2.5.4 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/" \l "meaning-doc-lang-id)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.1.1 (Web) * 10.3.1.1 (Non-web document) * 11.3.1.1.1 (Open Functionality Software) * 11.3.1.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.2.1 On Focus](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-receive-focus)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.2.1 (Web) * 10.3.2.1 (Non-web document) * 11.3.2.1 (Open Functionality Software) * 11.3.2.1 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.2.2 On Input](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-unpredictable-change)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.2.2 (Web) * 10.3.2.2 (Non-web document) * 11.3.2.2 (Open Functionality Software) * 11.3.2.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/" \l "minimize-error-identified)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.3.1 (Web) * 10.3.3.1 (Non-web document) * 11.3.3.1.1 (Open Functionality Software) * 11.3.3.1.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.3.2 Labels or Instructions](http://www.w3.org/TR/WCAG20/" \l "minimize-error-cues)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.3.2 (Web) * 10.3.3.2 (Non-web document) * 11.3.3.2 (Open Functionality Software) * 11.3.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[4.1.1 Parsing](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-parses)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.4.1.1 (Web) * 10.4.1.1 (Non-web document) * 11.4.1.1.1 (Open Functionality Software) * 11.4.1.1.2 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| **[4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/" \l "ensure-compat-rsv)** (Level A)  Also applies to:  EN 301 549 Criteria   * 9.4.1.2 (Web) * 10.4.1.2 (Non-web document) * 11.4.1.2.1 (Open Functionality Software) * 11.4.1.2.2 (Closed Software) – Not required * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Authoring Tool: |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.4 Captions (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-real-time-captions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.2.4 (Web) * 10.1.2.4 (Non-web document) * 11.1.2.4 (Open Functionality Software) * 11.1.2.4 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.2.5 Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-audio-desc-only)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.2.5 (Web) * 10.1.2.5 (Non-web document) * 11.1.2.5 (Open Functionality Software) * 11.1.2.5 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.3.4 Orientation](https://www.w3.org/TR/WCAG21/" \l "orientation)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.3.4 (Web) * 10.1.3.4 (Non-web document) * 11.1.3.4 (Open Functionality Software) * 11.1.3.4 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.3.5 Identify Input Purpose](https://www.w3.org/TR/WCAG21/" \l "identify-input-purpose)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.3.5 (Web) * 10.1.3.5 (Non-web document) * 11.1.3.5.1 (Open Functionality Software) * 11.1.3.5.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-contrast)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.4.3 (Web) * 10.1.4.3 (Non-web document) * 11.1.4.3 (Open Functionality Software) * 11.1.4.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.4 Resize text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-scale)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.4.4 (Web) * 10.1.4.4 (Non-web document) * 11.1.4.4.1 (Open Functionality Software) * 11.1.4.4.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-text-presentation)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.4.5 (Web) * 10.1.4.5 (Non-web document) * 11.1.4.5.1 (Open Functionality Software) * 11.1.4.5.2 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| **[1.4.10 Reflow](https://www.w3.org/TR/WCAG21/" \l "reflow)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.10 (Web) * 10.1.4.10 (Non-web document) * 11.1.4.10 (Open Functionality Software) * 11.1.4.10 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.11 Non-text](https://www.w3.org/TR/WCAG21/" \l "non-text-contrast) Contrast** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.11 (Web) * 10.1.4.11 (Non-web document) * 11.1.4.11 (Open Functionality Software) * 11.1.4.11 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.12 Text Spacing](https://www.w3.org/TR/WCAG21/" \l "text-spacing)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.12 (Web) * 10.1.4.12 (Non-web document) * 11.1.4.12 (Open Functionality Software) * 11.1.4.12 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[1.4.13 Content on Hover or Focus](https://www.w3.org/TR/WCAG21/" \l "content-on-hover-or-focus)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.13 (Web) * 10.1.4.13 (Non-web document) * 11.1.4.13 (Open Functionality Software) * 11.1.4.13 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-mult-loc)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.4.5 (Web) * 10.2.4.5 (Non-web document) – Does not apply * 11.2.4.5 (Open Functionality Software) – Does not apply * 11.2.4.5 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web:  Electronic Docs:  Authoring Tool: | | | Web:  Electronic Docs:  Authoring Tool: |
| **[2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-descriptive)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.4.6 (Web) * 10.2.4.6 (Non-web document) * 11.2.4.6 (Open Functionality Software) * 11.2.4.6 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-focus-visible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.4.7 (Web) * 10.2.4.7 (Non-web document) * 11.2.4.7 (Open Functionality Software) * 11.2.4.7 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/" \l "meaning-other-lang-id)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.1.2 (Web) * 10.3.1.2 (Non-web document) * 11.3.1.2 (Open Functionality Software) – Does not apply * 11.3.1.2 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| **[3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-locations)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.2.3 (Web) * 10.3.2.3 (Non-web document) – Does not apply * 11.3.2.3 (Open Functionality Software) – Does not apply * 11.3.2.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web:  Electronic Docs:  Authoring Tool: | | | Web:  Electronic Docs:  Authoring Tool: |
| **[3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-consistent-functionality)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.2.4 (Web) * 10.3.2.4 (Non-web document) – Does not apply * 11.3.2.4 (Open Functionality Software) – Does not apply * 11.3.2.4 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software * 504.2 (Authoring Tool) * 602.3 (Support Docs) – Does not apply to non-web docs | Web:  Electronic Docs:  Authoring Tool: | | | Web:  Electronic Docs:  Authoring Tool: |
| **[3.3.3 Error Suggestion](http://www.w3.org/TR/WCAG20/" \l "minimize-error-suggestions)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.3.3 (Web) * 10.3.3.3 (Non-web document) * 11.3.3.3 (Open Functionality Software) * 11.3.3.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[3.3.4 Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible)** (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.3.4 (Web) * 10.3.3.4 (Non-web document) * 11.3.3.4 (Open Functionality Software) * 11.3.3.4 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| **[4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/" \l "status-messages)** (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.4.1.3 (Web) * 10.4.1.3 (Non-web document) * 11.4.1.3 (Open Functionality Software) * 11.4.1.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web:  Electronic Docs:  Authoring Tool: | | | Web:  Electronic Docs:  Authoring Tool: |

### Table 3: Success Criteria, Level AAA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.2.6 Sign Language (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-sign)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.2.7 Extended Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-extended-ad)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.2.8 Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-text-doc)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.2.9 Audio-only (Live)](http://www.w3.org/TR/WCAG20/" \l "media-equiv-live-audio-only)** (Level AAA)  EN 301 549 Criteria– Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.3.6 Identify](https://www.w3.org/TR/WCAG21/" \l "identify-purpose) Purpose** (Level AAA 2.1 only)  EN 301 549 Criteria– Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.4.6 Contrast (Enhanced](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast7)**) (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.4.7 Low or No Background Audio](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-noaudio)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.4.8 Visual Presentation](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-visual-presentation)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[1.4.9 Images of Text (No Exception)](http://www.w3.org/TR/WCAG20/" \l "visual-audio-contrast-text-images)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.1.3 Keyboard (No Exception)](http://www.w3.org/TR/WCAG20/" \l "keyboard-operation-all-funcs)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.2.3 No Timing](http://www.w3.org/TR/WCAG20/" \l "time-limits-no-exceptions)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.2.4 Interruptions](http://www.w3.org/TR/WCAG20/" \l "time-limits-postponed)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.2.5 Re-authenticating](http://www.w3.org/TR/WCAG20/" \l "time-limits-server-timeout)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.2.6 Timeouts](https://www.w3.org/TR/WCAG21/" \l "timeouts)** (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/" \l "seizure-three-times)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.3.3 Animation from Interactions](https://www.w3.org/TR/WCAG21/" \l "animation-from-interactions)** (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.4.8 Location](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-location)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.4.9 Link Purpose (Link Only)](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-link)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.4.10 Section Headings](http://www.w3.org/TR/WCAG20/" \l "navigation-mechanisms-headings)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.5.5 Target Size](https://www.w3.org/TR/WCAG21/" \l "target-size)** (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[2.5.6 Concurrent Input Mechanisms](https://www.w3.org/TR/WCAG21/" \l "concurrent-input-mechanisms)** (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.1.3 Unusual Words](http://www.w3.org/TR/WCAG20/" \l "meaning-idioms)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.1.4 Abbreviations](http://www.w3.org/TR/WCAG20/" \l "meaning-located)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.1.5 Reading Level](http://www.w3.org/TR/WCAG20/" \l "meaning-supplements)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.1.6 Pronunciation](http://www.w3.org/TR/WCAG20/" \l "meaning-pronunciation)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.2.5 Change on Request](http://www.w3.org/TR/WCAG20/" \l "consistent-behavior-no-extreme-changes-context)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.3.5 Help](http://www.w3.org/TR/WCAG20/" \l "minimize-error-context-help)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |
| **[3.3.6 Error Prevention (All)](http://www.w3.org/TR/WCAG20/" \l "minimize-error-reversible-all)** (Level AAA)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | Web: | | | Web: |

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "302-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 |  |  |
| 302.7 With Limited Manipulation |  |  |
| 302.8 With Limited Reach and Strength |  |  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities |  |  |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "401-general)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **[402 Closed Functionality](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "402-closed-functionality)** | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | 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 |  |  |
| ***402.3 Volume*** | 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 |  |  |
| ***[403 Biometrics](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "403-biometrics)*** | Heading cell – no response required | Heading cell – no response required |
| 403.1 General |  |  |
| ***[404 Preservation of Information Provided for Accessibility](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "404-preservation-information)*** | Heading cell – no response required | Heading cell – no response required |
| 404.1 General |  |  |
| ***[405 Privacy](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "405-privacy)*** | Heading cell – no response required | Heading cell – no response required |
| 405.1 General |  |  |
| ***[406 Standard Connections](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "406-standard-connections)*** | Heading cell – no response required | Heading cell – no response required |
| 406.1 General |  |  |
| ***[407 Operable Parts](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "407-operable-parts)*** | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast |  |  |
| ***407.3 Input Controls*** | 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 |  |  |
| ***407.8 Reach Height and Depth*** | 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 |  |  |
| ***[408 Display Screens](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "408-display-screens)*** | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility |  |  |
| 408.3 Flashing |  |  |
| ***[409 Status Indicators](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "409-status-indicators)*** | Heading cell – no response required | Heading cell – no response required |
| 409.1 General |  |  |
| ***[410 Color Coding](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "410-color-coding)*** | Heading cell – no response required | Heading cell – no response required |
| 410.1 General |  |  |
| ***[411 Audible Signals](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "411-audible-signals)*** | Heading cell – no response required | Heading cell – no response required |
| 411.1 General |  |  |
| ***[412 ICT with Two-Way Voice Communication](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "412-two-way-communication)*** | Heading cell – no response required | Heading cell – no response required |
| ***412.2 Volume Gain*** | 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 |  |  |
| ***412.3 Interference Reduction and Magnetic Coupling*** | 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 |  |  |
| ***412.8 Legacy TTY Support*** | 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 |  |  |
| ***[413 Closed Caption Processing Technologies](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "413-closed-caption)*** | 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 |  |  |
| ***[414 Audio Description Processing Technologies](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "414-audio-description)*** | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners |  |  |
| 414.1.2 Other ICT |  |  |
| ***[415 User Controls for Captions and Audio Descriptions](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "415-user-controls-captions-audio-descriptions)*** | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls |  |  |
| 415.1.2 Audio Description Controls |  |  |

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "501-general)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.x section | See information in WCAG 2.x section |
| ***[502 Interoperability with Assistive Technology](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "502-interoperability-assistive-technology)*** | 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 |  |  |
| ***502.3 Accessibility Services*** | 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 |  |  |
| ***[503 Applications](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "503-applications)*** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences |  |  |
| 503.3 Alternative User Interfaces |  |  |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls |  |  |
| 503.4.2 Audio Description Controls |  |  |
| ***[504 Authoring Tools](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "504-authoring-tools)*** | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion |  |  |
| 504.2.2 PDF Export |  |  |
| 504.3 Prompts |  |  |
| 504.4 Templates |  |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "601-general)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| ***[602 Support Documentation](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "602-support-documentation)*** | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features |  |  |
| 602.3 Electronic Support Documentation | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation |  |  |
| ***[603 Support Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines" \l "603-support-services)*** | 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: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A38%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D) (FPS)

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| 4.2.1 Usage without vision |  | |  | |
| 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 with no or limited 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, language or learning |  | |  | |
| 4.2.11 Privacy |  | |  | |

### Chapter [5: Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A45%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| ***5.1 Closed functionality*** | Heading cell – no response required | | Heading cell – no response required | |
| ***5.1.2 General*** | Heading cell – no response required | | Heading cell – no response required | |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | | See information in 5.2 through 13 | |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | | See information in 5.1.3 through 5.1.6 | |
| ***5.1.3 Non-visual access*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.1.3.1 Audio output of visual information |  | |  | |
| 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 |  | |  | |
| 5.1.3.9 Private access to personal data |  | |  | |
| 5.1.3.10 Non-interfering audio output |  | |  | |
| 5.1.3.11 Private listening volume |  | |  | |
| 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 |  | |  | |
| ***5.1.6 Operation without keyboard interface*** | 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 |  | |  | |
| 5.1.7 Access without speech |  | |  | |
| 5.2 Activation of accessibility features |  | |  | |
| 5.3 Biometrics |  | |  | |
| 5.4 Preservation of accessibility information during conversion |  | |  | |
| ***5.5 Operable parts*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.5.1 Means of operation |  | |  | |
| 5.5.2 Operable parts discernibility |  | |  | |
| ***5.6 Locking or toggle controls*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.6.1 Tactile or auditory status |  | |  | |
| 5.6.2 Visual status |  | |  | |
| 5.7 Key repeat |  | |  | |
| 5.8 Double-strike key acceptance |  | |  | |
| 5.9 Simultaneous user actions |  | |  | |

### Chapter [6: ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A60%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech |  |  |
| ***6.2 Real-time text (RTT) functionality*** | 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 |  |  |
| 6.2.2.3 Speaker identification |  |  |
| 6.2.2.4 Visual indicator of Audio with RTT |  |  |
| 6.2.3 Interoperability |  |  |
| 6.2.4 RTT responsiveness |  |  |
| 6.3 Caller ID |  |  |
| 6.4 Alternatives to voice-based services |  |  |
| ***6.5 Video communication*** | Heading cell – no response required | Heading cell – no response required |
| ***6.5.1 General (informative)*** | 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 |  |  |
| 6.5.5 Visual indicator of audio with video |  |  |
| 6.5.6 Speaker identification with video (sign language) communication |  |  |
| ***6.6 Alternatives to video-based services (advisory only)*** | Advisory – no response required | Advisory – no response required |

### Chapter [7: ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A70%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***7.1 Caption processing technology*** | 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 |  |  |
| 7.1.4 Captions characteristics |  |  |
| 7.1.5 Spoken subtitles |  |  |
| 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](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A74%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***8.1.1 Generic requirements*** | Heading cell – no response required | Heading cell – no response required |
| 8.1.2 Standard connections |  |  |
| 8.1.3 Colour |  |  |
| ***8.2 Hardware products with speech output*** | 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 |  |  |
| ***8.3 Stationary ICT*** | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Unobstructed high forward reach |  |  |
| 8.3.2.2 Unobstructed low forward reach |  |  |
| 8.3.2.3.1 Clear space |  |  |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach |  |  |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach |  |  |
| 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 Unobstructed high side reach |  |  |
| 8.3.3.2 Unobstructed low side reach |  |  |
| 8.3.3.3.1 Obstructed (≤ 255 mm) side reach |  |  |
| 8.3.3.3.2 Obstructed (≤ 610 mm) side reach |  |  |
| 8.3.4.1 Change in level |  |  |
| 8.3.4.2 Clear floor or ground space |  |  |
| 8.3.4.3.2 Forward approach |  |  |
| 8.3.4.3.3 Parallel approach |  |  |
| 8.3.5 Visibility |  |  |
| 8.3.6 Installation instructions |  |  |
| ***8.4 Mechanically Operable parts*** | 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](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A113%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D) *(see* [***WCAG 2.x section***](#_WCAG_2.x_Report)*)*

Notes:

### Chapter [10: Non-Web Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A127%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***10.0 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 10.5 Caption positioning |  |  |
| 10.6 Audio description timing |  |  |

### Chapter [11: Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A149%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***11.0 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See [WCAG 2.x](#WCAG) section | See information in WCAG 2.x section |
| ***11.5 Interoperability with assistive technology*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.1 Closed functionality*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2 Accessibility services*** | Heading cell – no response required | Heading cell – no response required |
| ***11.5.2.1 Platform accessibility service support for software that provides a user interface*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| ***11.5.2.2 Platform accessibility service support for assistive technologies*** | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services |  |  |
| 11.5.2.4 Assistive technology |  |  |
| 11.5.2.5 Object information |  |  |
| 11.5.2.6 Row, column, and headers |  |  |
| 11.5.2.7 Values |  |  |
| 11.5.2.8 Label relationships |  |  |
| 11.5.2.9 Parent-child relationships |  |  |
| 11.5.2.10 Text |  |  |
| 11.5.2.11 List of available actions |  |  |
| 11.5.2.12 Execution of available actions |  |  |
| 11.5.2.13 Tracking of focus and selection attributes |  |  |
| 11.5.2.14 Modification of focus and selection attributes |  |  |
| 11.5.2.15 Change notification |  |  |
| 11.5.2.16 Modifications of states and properties |  |  |
| 11.5.2.17 Modifications of values and text |  |  |
| ***11.6 Documented accessibility usage*** | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features |  |  |
| 11.6.2 No disruption of accessibility features |  |  |
| 11.7 User preferences |  |  |
| ***11.8 Authoring tools*** | Heading cell – no response required | Heading cell – no response required |
| ***11.8.1 Content technology*** | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation | See [WCAG 2.x](#_WCAG_2.x_Report) section  (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations |  |  |
| 11.8.4 Repair assistance |  |  |
| 11.8.5 Templates |  |  |

### Chapter [12: Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A187%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| ***12.1 Product documentation*** | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features |  |  |
| 12.1.2 Accessible documentation | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| ***12.2 Support Services*** | 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 [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |

### Chapter [13: ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B{"num"%3A191%2C"gen"%3A0}%2C{"name"%3A"XYZ"}%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- | --- |
| ***13.1 Relay services requirements*** | 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 |  | |  |

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