# Voluntary Product Accessibility Template® (VPAT®)

# EN 301 549 Edition

**Version 2.4Rev**

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# About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the EN 301 549 edition of the VPAT. It includes the following standards/guidelines:

* [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211)
* [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21)
* [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf)
* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf)

Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](https://www.itic.org/policy/accessibility/vpat).

This document is broken into two main sections:

* Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
* The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is 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 Accessibility Conformance Report 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.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

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

This sectionprovides guidance for reporting product conformance for 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.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.
3. 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 produce an Accessibility Conformance Report based on the 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 final conformance report must be accessible.
3. 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 product version identifier if necessary
* **Report 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”.
* **Product Description** – A brief description of the product
* **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 evaluation methods 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 used to evaluate the product.
  + A report must contain a minimum of one Standard/Guideline or any combination of the Standards.
  + The applicable Standards/Guidelines that may be included are:
    - [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211) or WCAG 2.0 (ISO/IEC 40500)
    - [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) or WCAG 2.1
    - [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf)
    - [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf)
  + Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](https://www.itic.org/policy/accessibility/vpat).
  + If other Standards/Guidelines are reported, use the appropriate VPAT edition.
  + 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. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.
  + If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.
* **Terms** – 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.
  + **Partially Supports**: Some functionality of the product does not meet the criterion.
  + **Does Not Support**:Themajority of product functionality does not meet the criterion.
  + **Not Applicable**:The criterion is not relevant to the product.

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](https://www.w3.org/TR/UNDERSTANDING-WCAG20/conformance.html): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

* + **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
* **Tables for Each Standard or Guideline** –Tables showing the responses to the criteria.

1. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
   * These tables are used to answer:
   * EN 301 549 Standard:
     + - Chapter 9 Web
       - Chapter 10 Non-Web Documents
       - Chapter 11 Software
       - Chapter 12 Documentation and Support Services
   * The selected levels of WCAG 2.x Guidelines.
   * The WCAG conformance information can either be included in the provided WCAG section of the report which is cross-referenced from the EN 301 549 responses, or the WCAG information can be incorporated within the EN 301 549 section of the report. The information does not need to be duplicated.
   * If using summary tables, due to answers applying to multiple criteria, when answering for the EN 301 549, the answers need to be clear about which 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.
2. 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 ‘Partially Supports’ 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.

## 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
* **Report 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](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 knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)
  + 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.
* **Report Size:** 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 to it in the report.
  + When an entire section is not being reported on because it does not apply to the product, for example:
    - Chapter 6: ICT with Two-Way Voice Communication. Information should be included in the notes for that section why it has been removed.
  + When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked ‘2.1 only’ within the row.
  + 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.x Tables:** The WCAG 2.x criteria are 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 for the particular version of WCAG that the report includes
* **Language:** Translation to other languages is permitted.
* **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 standard and guideline tables appear may be changed to facilitate reading. The current order is WCAG and EN 301 549. You can change this order if desired or incorporate the WCAG criteria into the EN 301 549 tables.
* **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

* When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.
* Check for each required item in the VPAT® document:
  + **[Company Name] Accessibility Conformance Report** (report title)
  + **(Based on VPAT® Version 2.4Rev)**
  + **Name of Product/Version**
  + **Report Date**
  + **Product Description**
  + **Contact Information**
  + **Notes**
  + **Evaluation Methods Used**
  + **Applicable Standards/Guidelines**
  + **Terms**
  + **Tables for Each Standard or Guideline** 
    - Check that there is a response for each criterion for ‘Conformance Level’ and ‘Remarks and Explanations.’
* Verify that the final document is accessible.
* Post your final document on your company’s web site, or make the document available to customers upon request.

## Table Information for VPAT® 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 are 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

# EN 301 549 Edition

**(Based on VPAT**® **Version 2.4Rev)**

## Name of Product/Version:

## Report Date:

## Product Description:

## 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A (Yes / No )  Level AA (Yes / No )  Level AAA (Yes / No ) |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) | Level A (Yes / No )  Level AA (Yes / No )  Level AAA (Yes / No ) |
| [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf)  *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf) | (Yes / No ) |

## 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 Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

* Chapter 9 - Web
* Sections 10.1-10.4 of Chapter 10 - Non-Web documents
* Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)
* Sections 12.1.2 and 12.2.4 of Chapter 12 - 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/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Software:  Closed: See information in 5.1.3.1 through 5.1.3.16  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed: See information in 5.1.3.1 through 5.1.3.16  Authoring Tool: |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-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) | | Web:  Electronic Docs:  Software:  Closed: See information in 5.1.3.1 through 5.1.3.16  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed: See information in 5.1.3.1 through 5.1.3.16  Authoring Tool: |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Authoring Tool: | | Web:  Electronic Docs:  Authoring Tool: |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Software:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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 (Open Functionality Software) * 11.2.5.3 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Software:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#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) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (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/#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) | | 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/#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) | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#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) | | 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/#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 (Open Functionality Software) * 11.1.3.5 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs) | | 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/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Software:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#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) * 11.1.4.10.1 (Open Functionality Software) * 11.1.4.10.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs) | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Closed:  Authoring Tool: |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-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) | | 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/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Authoring Tool: | | Web:  Electronic Docs:  Authoring Tool: |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#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) | | 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/#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) | | 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/#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) | | Web:  Electronic Docs:  Software:  Authoring Tool: | | Web:  Electronic Docs:  Software:  Authoring Tool: |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Authoring Tool: | | Web:  Electronic Docs:  Authoring Tool: |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#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) | | Web:  Electronic Docs:  Authoring Tool: | | Web:  Electronic Docs:  Authoring Tool: |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#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) | | 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/#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) | | 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/#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) – Does not apply * 11.4.1.3 (Open Functionality Software) – Does not apply * 11.4.1.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs) | | 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/#media-equiv-sign) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA)  EN 301 549 Criteria– Does not apply | | Web: | | Web: |
| [**1.3.6 Identify Purpose**](https://www.w3.org/TR/WCAG21/#identify-purpose) (Level AAA 2.1 only)  EN 301 549 Criteria– Does not apply | | Web: | | Web: |
| [**1.4.6 Contrast (Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7)) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**1.4.9 Images of Text (No Exception)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.2.6 Timeouts**](https://www.w3.org/TR/WCAG21/#timeouts) (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.5.5 Target Size**](https://www.w3.org/TR/WCAG21/#target-size) (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**2.5.6 Concurrent Input Mechanisms**](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (Level AAA 2.1 only)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA)  EN 301 549 Criteria – Does not apply | | Web: | | Web: |

## EN 301 549 Report

Notes:

### Chapter 4: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=20) (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_301599/301549/03.02.01_60/en_301549v030201p.pdf" \l "page=23)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=30)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf" \l "page=35)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf" \l "page=37)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=45) *(see* [*WCAG 2.x section*](#_WCAG_2.x_Report)*)*

Notes:

### Chapter [10: Non-web Documents](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=52)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=64)

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_2.x_Report) 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 |
| 11.5.2.3 Use of accessibility services | See 11.5.2.5 through 11.5.2.17 | See 11.5.2.5 through 11.5.2.17 |
| 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_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=84)

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_301599/301549/03.02.01_60/en_301549v030201p.pdf#page=86)

Notes:

| **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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