Request for Offer

**Cybersecurity Products and Services**

**DIR-CPO-TMP-550**

**Bid Package 7**

# Voluntary Product Accessibility Template® (VPAT®)

# Revised Section 508 Edition

**Version 2.3**

**December 2018**

# Cloudflare Accessibility Conformance Report

# Revised Section 508 Edition

**VPAT**® **Version 2.3 – December 2018**

## Name of Product/Version: Cloudflare, version 6b17234-d4db152843ed15f6254b-1d47d5911c968eecba16ea50a1e00e68

## Product Description: Cloud based Cybersecurity

## Date: 1.12.21

## Contact information: Dito Guerra Dito@cloudflare.com

## Notes:

## Evaluation Methods Used: Testing is based on general product knowledge

## Applicable Standards/Guidelines

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

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

Tables 1 and 2 also document conformance with:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](http://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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool:  | Web: Electronic Docs:Software: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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software:Authoring Tool: |
| [**1.2.2 Captions (Prerecorded)**](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#media-equiv-captions) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Not Applicable**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: 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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)Also applies to: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: **Does Not Support**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Partially Supports** Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.4 Resize text**](https://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Does Not Support**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)Also applies to: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: **Supports**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**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: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: **Supports**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: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: **Supports**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:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: **Supports**Electronic Docs: Software: Authoring Tool: | Web: Electronic Docs: Software: 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)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**1.4.6 Contrast Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Support** | Web: |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/2008/REC-WCAG20-20081211/#visual-audio-contrast-noaudio) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Support** | Web: |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**1.4.9 Images of Text (No Exception) Control**](http://www.w3.org/TR/WCAG20/#http://www.w3.org/TR/WCAG20/) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Supports** | Web: |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Supports** | Web: |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Supports** | Web: |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**3.1.5 Reading Level**](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/corrections-to-the-ict-final-rule#meaning-supplements) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Partially Supports** | Web: |
| [**3.1.6 Pronunciation**](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Does Not Support** | Web: |
| [**3.2.5 Change on Request**](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**3.3.5 Help**](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |
| [**3.3.6 Error Prevention (All)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA)Also applies to:Revised Section 508 – Does not apply | Web: **Supports** | Web: |

## Revised Section 508 Report

Notes:

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

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| 302.1Without Vision |  |  |
| 302.2 With Limited Vision |  |  |
| 302.3Without Perception of Color |  |  |
| 302.4Without Hearing |  |  |
| 302.5With Limited Hearing |  |  |
| 302.6Without Speech |  |  |
| 302.7With Limited Manipulation |  |  |
| 302.8With Limited Reach and Strength |  |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities |  |  |

### Chapter 4: Hardware

Notes: NA no hardware

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| 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*** | Heading cell – no response required | Heading cell – no response required |
| 403.1 General |  |  |
| ***404 Preservation of Information Provided for Accessibility*** | Heading cell – no response required | Heading cell – no response required |
| 404.1 General |  |  |
| ***405 Privacy*** | Heading cell – no response required | Heading cell – no response required |
| 405.1 General |  |  |
| ***406 Standard Connections*** | Heading cell – no response required | Heading cell – no response required |
| 406.1 General |  |  |
| ***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*** | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility |  |  |
| 408.3 Flashing |  |  |
| ***409 Status Indicators*** | Heading cell – no response required | Heading cell – no response required |
| 409.1 General |  |  |
| ***410 Color Coding*** | Heading cell – no response required | Heading cell – no response required |
| 410.1 General |  |  |
| ***411 Audible Signals*** | Heading cell – no response required | Heading cell – no response required |
| 411.1 General |  |  |
| ***412 ICT with Two-Way Voice 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*** | 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*** | 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*** | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls |  |  |
| 415.1.2 Audio Description Controls |  |  |

### Chapter 5: Software

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See [WCAG 2.0](#3o7alnk) section | See information in WCAG section |
| ***502 Interoperability with 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*** | 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*** | 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 2.0](#3o7alnk) section | See information in WCAG 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

Notes:

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| --- | --- | --- |
| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| ***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 2.0](#3o7alnk) section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation |  |  |
| **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 |  |  |