Freeit Data Solutions Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Forward Enterprise Platform

Report Date: 2/30/2021

Product Description: The [Forward Platform](#) simplifies operation of the [world's largest networks](#) to increase visibility and reduce the risk of errors and outages. Our goal is to help identify and fix potential network issues with a straightforward, intuitive, and modern software interface

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Notes:

Evaluation Methods Used: Manual self-evaluation utilizing third party tools

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](#)	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes)
	Level AAA (No)
[Revised Section 508 standards published January 18, 2017 and corrected 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 Revised Section 508:

- 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](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (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: Text alternatives not provided Electronic Docs: Software: Authoring Tool:
1.2.1 Audio-only and Video-only (Prerecorded) (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: Does not support Authoring Tool:	Web: Text alternatives not provided Electronic Docs: Software: Authoring Tool:
1.2.2 Captions (Prerecorded) (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: Does not support Authoring Tool:	Web: Captions are not provided Electronic Docs: Software: Authoring Tool:
1.2.3 Audio Description or Media Alternative (Prerecorded) (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: No time-based media Electronic Docs: Software: Authoring Tool:
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Does not support Electronic Docs: Software: Authoring Tool:	Web: Text formatting is not consistently conventional Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (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: Layout styles and tables are used that do not create a sequence Electronic Docs: Software: Authoring Tool:
1.3.3 Sensory Characteristics (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: Textual identification is not provided Electronic Docs: Software: Authoring Tool:
1.4.1 Use of Color (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: No Use of color. Electronic Docs: Software: Authoring Tool:
1.4.2 Audio Control (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: Separate volume control is not available Electronic Docs: Software: Authoring Tool:
2.1.1 Keyboard (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: scripting events are used to emulate links and does not allow for identification Electronic Docs: Software: Authoring Tool:
2.1.2 No Keyboard Trap (Level A)	Web: Does not support	Web: certain areas do not allow user to exit the table

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Software: Authoring Tool:	with the keyboard functions Electronic Docs: Software: Authoring Tool:
2.2.1 Timing Adjustable (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: Timing is not adjustable Electronic Docs: Software: Authoring Tool:
2.2.2 Pause, Stop, Hide (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: Pause, Stop, Hide is not supported. Electronic Docs: Software: Authoring Tool:
2.3.1 Three Flashes or Below Threshold (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: Flashing is not a feature Electronic Docs: Software: Authoring Tool:
2.4.1 Bypass Blocks (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: Bypass blocking is not supported. Electronic Docs: Authoring Tool:
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Does not support Electronic Docs: Software: Authoring Tool:	Web: Title of page does not identify the contents Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.4.3 Focus Order (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: Dialog menus are opened without sequential navigation or focus
		Electronic Docs:
		Software:
		Authoring Tool:

2.4.4 Link Purpose (In Context) (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: Images contain non-text content without an accessible name
		Electronic Docs:
		Software:
		Authoring Tool:

3.1.1 Language of Page (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: language is not specified, English only
		Electronic Docs:
		Software:
		Authoring Tool:

3.2.1 On Focus (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: System focus has been removed for majority of the scripting
		Electronic Docs:
		Software:
		Authoring Tool:

3.2.2 On Input (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: Additional windows are opened without notice of function
		Electronic Docs:
		Software:
		Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (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: Error Identification is not a function. Electronic Docs: Software: Authoring Tool:
3.3.2 Labels or Instructions (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: most fields contain instructions for user input content. All fields requiring input contain labels Electronic Docs: Software: Authoring Tool:
4.1.1 Parsing (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: Fields contain duplicate values of type ID Electronic Docs: Software: Authoring Tool:
4.1.2 Name, Role, Value (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: Values are not programmatically set and controls not named Electronic Docs: Software: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Web: Does not support Electronic Docs:	Web: There are no captions provided Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Software:
	Authoring Tool:
		Software:
		Authoring Tool:

1.2.5 Audio Description (Prerecorded) (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: Descriptions are not provided
		Electronic Docs:
		Software:
		Authoring Tool:

1.4.3 Contrast (Minimum) (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: All information that is presented in color
		Electronic Docs:
		Software:
		Authoring Tool:

1.4.4 Resize text (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: Text is fixed in system
		Electronic Docs:
		Software:
		Authoring Tool:

1.4.5 Images of Text (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: Text images are used when it is not essential
		Electronic Docs:
		Software:
		Authoring Tool:

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 504.2 (Authoring Tool)
	Web: Does Not Support
	Electronic Docs:
	Authoring Tool:
		Web: These are no web pages
		Electronic Docs:
		Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (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: Labels may be considered non descriptive Electronic Docs: Software: Authoring Tool:
2.4.7 Focus Visible (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: Focus has been removed for sections Electronic Docs: Software: Authoring Tool:
3.1.2 Language of Parts (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: Language was not specified in the html Electronic Docs: Software: Authoring Tool:
3.2.3 Consistent Navigation (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: Does not support Electronic Docs: Authoring Tool:	Web: Order of links are presented in a different order on two or more pages Electronic Docs: Authoring Tool:
3.2.4 Consistent Identification (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: Does not support Electronic Docs: Authoring Tool:	Web: suggestions are not provided to the user Electronic Docs: Authoring Tool:
3.3.3 Error Suggestion (Level AA)	Web: Does not support	Web: Errors do not notify correction suggestions

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Software: Authoring Tool:	Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (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: Review of data to be submitted is not available Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.9 Images of Text (No Exception) (Level AAA)	Web: Not Evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	
302.2 With Limited Vision	Does not Support	
302.3 Without Perception of Color	Does not Support	
302.4 Without Hearing	Does not Support	
302.5 With Limited Hearing	Does not Support	
302.6 Without Speech	Does not Support	
302.7 With Limited Manipulation	Does not Support	
302.8 With Limited Reach and Strength	Does not Support	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not Support	

Chapter 4: [Hardware](#)

Notes: Not Applicable, solution is web based software

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		

Criteria	Conformance Level	Remarks and Explanations
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		

Criteria	Conformance Level	Remarks and Explanations
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		

Criteria	Conformance Level	Remarks and Explanations
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: Not Applicable, product is web based.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 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		

Criteria	Conformance Level	Remarks and Explanations
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 section	See information in WCAG 2.0 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:

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	Does not support	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does not support	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Does not support	

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.