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# RAND Consulting Group

## Voluntary Product Accessibility Template® (VPAT®)

### Revised Section 508 Edition

Version 2.5 (November 2023)

**Report Date:** Current as of September 2025

**Product Description:** Technical support services for Information Operations, including architecture, design, development, and delivery of technology and data products such as software applications, web-based tools, and data interfaces. All deliverables will be developed with accessibility in mind to ensure compliance with Revised Section 508 standards.

**Contact Information:** For questions or concerns on accessibility, please contact [IT@randconsultinggroup.com](mailto:IT@randconsultinggroup.com).

**Notes:** This report is prospective, as RAND Consulting Group has not previously performed this exact type of work. We commit to integrating Section 508 compliance into all phases of service delivery, using industry best practices. Any electronic and information technology (EIT) deliverables will be tested for accessibility prior to final acceptance. This VPAT covers web and software components; hardware is not applicable to this service.

**Evaluation Methods Used:** Prospective evaluation based on planned methods, including manual heuristic reviews, automated tools (e.g., WAVE, Axe, Lighthouse), assistive technology testing (e.g., JAWS, NVDA screen readers, keyboard navigation), and user testing with individuals with disabilities. Development will follow WCAG 2.0 techniques and Section 508 guidelines.

## Applicable Standards/Guidelines

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

| Standard/Guideline                                                                                      | Included In Report                                |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>                                                | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a> | (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 only be used in WCAG Level AAA criteria.

## 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: N/A

| Criteria                                         | Conformance Level | Remarks and Explanations                            |
|--------------------------------------------------|-------------------|-----------------------------------------------------|
| <a href="#">1.1.1 Non-text Content</a> (Level A) | Supports          | All non-text content in deliverables will have text |

| Criteria                                                                                                                                                                                                                                                       | Conformance Level | Remarks and Explanations                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                       |                   | alternatives provided via alt attributes, ARIA labels, or equivalent, tested with screen readers.                              |
| <b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Supports          | Any prerecorded audio/video will include transcripts or audio descriptions as needed                                           |
| <b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                               | Supports          | Captions will be provided for prerecorded audio in synchronized media                                                          |
| <b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Audio descriptions or alternatives will be included for prerecorded video.                                                     |
| <b><u>1.3.1 Info and Relationships</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                               | Supports          | Information, structure, and relationships will be programmatically determinable using semantic markup (e.g., headings, lists). |
| <b><u>1.3.2 Meaningful Sequence</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                  | Supports          | Content will be presented in a meaningful reading sequence.                                                                    |
| <b><u>1.3.3 Sensory Characteristics</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                              | Supports          | Instructions will not rely solely on sensory characteristics (e.g., shape, color).                                             |

| Criteria                                                                                                                                                                                                                             | Conformance Level | Remarks and Explanations                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------|
| <b><u>1.4.1 Use of Color</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>         | Supports          | Color will not be used as the only visual means of conveying information. |
| <b><u>1.4.2 Audio Control</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>        | Supports          | Audio will not play automatically or will have controls to stop/pause.    |
| <b><u>2.1.1 Keyboard</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>             | Supports          | All functionality will be operable via keyboard without specific timing.  |
| <b><u>2.1.2 No Keyboard Trap</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>     | Supports          | Keyboard focus will not be trapped in components.                         |
| <b><u>2.2.1 Timing Adjustable</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>    | Supports          | Time limits will be adjustable or essential exceptions applied.           |
| <b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | Moving/blinking content will have controls to pause/stop/hide.            |
| <b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>                                                       | Supports          | Content will not flash more than three times per second.                  |

| Criteria                                                                                                                                                                                                                                                                                  | Conformance Level | Remarks and Explanations                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                    |                   |                                                              |
| <b>2.4.1 Bypass Blocks</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | Skip links or headings will allow bypassing repeated blocks. |
| <b>2.4.2 Page Titled</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                         | Supports          | Pages will have unique, descriptive titles.                  |
| <b>2.4.3 Focus Order</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                         | Supports          | Focus order will preserve meaning and operability.           |
| <b>2.4.4 Link Purpose (In Context)</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                           | Supports          | Link purpose will be determinable from text or context.      |
| <b>3.1.1 Language of Page</b> (Level A)<br>Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                       | Supports          | Default language will be programmatically specified.         |
| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>Revised Section 508                                                                                                                                                                                                                |                   | Context changes will not occur automatically on focus.       |

| Criteria                                                                                                                                                                                                                                             | Conformance Level | Remarks and Explanations                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                  | Supports          |                                                                                                                                                                                                                                        |
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                       | Supports          | Context changes will not occur automatically on input.                                                                                                                                                                                 |
| <b>3.3.1 Error Identification</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                           | Supports          | Errors will be identified and described in text.                                                                                                                                                                                       |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                         | Supports          | Labels/instructions will be provided for input fields                                                                                                                                                                                  |
| <b>4.1.1 Parsing</b> (Level A)<br>Also applies to:<br>WCAG 2.0 – Always answer ‘Supports’<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> .<br><br>Markup will be valid with unique IDs and proper nesting. |
| <b>4.1.2 Name, Role, Value</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                              | Supports          | UI components will have name, role, and value accessible.                                                                                                                                                                              |

## Table 2: Success Criteria, Level AA

Notes: N/A

| Criteria                                                                                                                                                                                                                                        | Conformance Level | Remarks and Explanations                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------|
| <a href="#">1.2.4 Captions (Live)</a> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | Supports          | Live audio will include captions.                             |
| <a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Audio descriptions will be provided for prerecorded video.    |
| <a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Supports          | Text contrast will meet 4.5:1 (or 3:1 for large text).        |
| <a href="#">1.4.4 Resize text</a> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                     | Supports          | Text will resize up to 200% without loss of content/function. |
| <a href="#">1.4.5 Images of Text</a> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Supports          | Images of text will be avoided unless essential.              |
| <a href="#">2.4.5 Multiple Ways</a> (Level AA)                                                                                                                                                                                                  |                   | Multiple ways to locate content (e.g., search, site map).     |

| Criteria                                                                                                                                                                                                                                                                                                                | Conformance Level | Remarks and Explanations                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------|
| <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                               | Supports          |                                                                |
| <p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                         | Supports          | Headings/labels will describe topic/purpose                    |
| <p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                               | Supports          | Keyboard focus will be visible.                                |
| <p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                           | Supports          | Language changes will be marked programmatically.              |
| <p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | Navigation will be consistent across pages.                    |
| <p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>                                                            | Supports          | Components with same function will be identified consistently. |

| Criteria                                                                                                                                                                                                                                         | Conformance Level | Remarks and Explanations                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                                                                                                          |                   |                                                                                     |
| <b>3.3.3 Error Suggestion</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                          | Supports          | Suggestions will be provided for input errors.                                      |
| <b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Actions will be reversible, checked, or confirmed for legal/financial/data changes. |

### Table 3: Success Criteria, Level AAA

Notes: Level AAA criteria are not required for Revised Section 508 conformance.

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

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

## Revised Section 508 Report

Notes: N/A

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

Notes: N/A

| Criteria                                                       | Conformance Level | Remarks and Explanations                                                  |
|----------------------------------------------------------------|-------------------|---------------------------------------------------------------------------|
| 302.1 Without Vision                                           | Supports          | Deliverables will be compatible with screen readers and Braille displays. |
| 302.2 With Limited Vision                                      | Supports          | High contrast, resizeable text, and zoom features will be implemented.    |
| 302.3 Without Perception of Color                              | Supports          | Information will not rely on color alone.                                 |
| 302.4 Without Hearing                                          | Supports          | Captions and transcripts will be provided for audio.                      |
| 302.5 With Limited Hearing                                     | Supports          | Volume controls and visual alternatives will be available.                |
| 302.6 Without Speech                                           | Supports          | No speech input required; alternatives provided.                          |
| 302.7 With Limited Manipulation                                | Supports          | Keyboard operability and no fine motor requirements.                      |
| 302.8 With Limited Reach and Strength                          | Supports          | Operable with limited physical effort.                                    |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports          | Simple language, consistent navigation, and error prevention.             |

## Chapter 4: [Hardware](#)

Notes: Not applicable, as this service does not include hardware products.

|                                          | Conformance Level                   | Remarks and Explanations                      |
|------------------------------------------|-------------------------------------|-----------------------------------------------|
| <a href="#">402 Closed Functionality</a> | Heading cell – no response required | Heading cell – no response required           |
| <b>402.1 General</b>                     | Heading cell – no response required | Heading cell – no response required           |
| <b>402.2 Speech-Output Enabled</b>       | Heading cell – no response required | Heading cell – no response required           |
| 402.2.1 Information Displayed On-Screen  | Not Applicable                      | No hardware involved in service deliverables. |
| 402.2.2 Transactional Outputs            | Not Applicable                      | No hardware involved in service deliverables. |

|                                                                          | Conformance Level                   | Remarks and Explanations                      |
|--------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------|
| 402.2.3 Speech Delivery Type and Coordination                            | Not Applicable                      | No hardware involved in service deliverables. |
| 402.2.4 User Control                                                     | Not Applicable                      | No hardware involved in service deliverables. |
| 402.2.5 Braille Instructions                                             | Not Applicable                      | No hardware involved in service deliverables. |
| <b>402.3 Volume</b>                                                      | Heading cell – no response required | Heading cell – no response required           |
| 402.3.1 Private Listening                                                | Not Applicable                      | No hardware involved in service deliverables. |
| 402.3.2 Non-private Listening                                            | Not Applicable                      | No hardware involved in service deliverables. |
| 402.4 Characters on Display Screens                                      | Not Applicable                      | No hardware involved in service deliverables. |
| 402.5 Characters on Variable Message Signs                               | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>403 Biometrics</u></b>                                             | Heading cell – no response required | Heading cell – no response required           |
| 403.1 General                                                            | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>404 Preservation of Information Provided for Accessibility</u></b> | Heading cell – no response required | Heading cell – no response required           |
| 404.1 General                                                            | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>405 Privacy</u></b>                                                | Heading cell – no response required | Heading cell – no response required           |
| 405.1 General                                                            | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>406 Standard Connections</u></b>                                   | Heading cell – no response required | Heading cell – no response required           |
| 406.1 General                                                            | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>407 Operable Parts</u></b>                                         | Heading cell – no response required | Heading cell – no response required           |
| 407.2 Contrast                                                           | Not Applicable                      | No hardware involved in service deliverables. |
| <b>407.3 Input Controls</b>                                              | Heading cell – no response required | Heading cell – no response required           |
| 407.3.1 Tactilely Discernible                                            | Not Applicable                      | No hardware involved in service deliverables. |

|                                                                        | Conformance Level                   | Remarks and Explanations                      |
|------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------|
| 407.3.2 Alphabetic Keys                                                | Not Applicable                      | No hardware involved in service deliverables. |
| 407.3.3 Numeric Keys                                                   | Not Applicable                      | No hardware involved in service deliverables. |
| 407.4 Key Repeat                                                       | Not Applicable                      | No hardware involved in service deliverables. |
| 407.5 Timed Response                                                   | Not Applicable                      | No hardware involved in service deliverables. |
| 407.6 Operation                                                        | Not Applicable                      | No hardware involved in service deliverables. |
| 407.7 Tickets, Fare Cards, and Keycards                                | Not Applicable                      | No hardware involved in service deliverables. |
| <b>407.8 Reach Height and Depth</b>                                    | Heading cell – no response required | Heading cell – no response required           |
| 407.8.1 Vertical Reference Plane                                       | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.1.1 Vertical Plane for Side Reach                                | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.1.2 Vertical Plane for Forward Reach                             | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.2 Side Reach                                                     | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.2.1 Unobstructed Side Reach                                      | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.2.2 Obstructed Side Reach                                        | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.3 Forward Reach                                                  | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.3.1 Unobstructed Forward Reach                                   | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.3.2 Obstructed Forward Reach                                     | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable                      | No hardware involved in service deliverables. |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward       | Not Applicable                      | No hardware involved in service               |

|                                                           | Conformance Level                   | Remarks and Explanations                      |
|-----------------------------------------------------------|-------------------------------------|-----------------------------------------------|
| Reach                                                     |                                     | deliverables.                                 |
| <b><u>408 Display Screens</u></b>                         | Heading cell – no response required | Heading cell – no response required           |
| 408.2 Visibility                                          | Not Applicable                      | No hardware involved in service deliverables. |
| 408.3 Flashing                                            | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>409 Status Indicators</u></b>                       | Heading cell – no response required | Heading cell – no response required           |
| 409.1 General                                             | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>410 Color Coding</u></b>                            | Heading cell – no response required | Heading cell – no response required           |
| 410.1 General                                             | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>411 Audible Signals</u></b>                         | Heading cell – no response required | Heading cell – no response required           |
| 411.1 General                                             | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>412 ICT with Two-Way Voice Communication</u></b>    | Heading cell – no response required | Heading cell – no response required           |
| <b>412.2 Volume Gain</b>                                  | Heading cell – no response required | Heading cell – no response required           |
| 412.2.1 Volume Gain for Wireline Telephones               | Not Applicable                      | No hardware involved in service deliverables. |
| 412.2.2 Volume Gain for Non-Wireline ICT                  | Not Applicable                      | No hardware involved in service deliverables. |
| <b>412.3 Interference Reduction and Magnetic Coupling</b> | Heading cell – no response required | Heading cell – no response required           |
| 412.3.1 Wireless Handsets                                 | Not Applicable                      | No hardware involved in service deliverables. |
| 412.3.2 Wireline Handsets                                 | Not Applicable                      | No hardware involved in service deliverables. |
| 412.4 Digital Encoding of Speech                          | Not Applicable                      | No hardware involved in service deliverables. |
| 412.5 Real-Time Text Functionality                        | Reserved for future                 | Reserved for future                           |
| 412.6 Caller ID                                           | Not Applicable                      | No hardware involved in service deliverables. |
| 412.7 Video Communication                                 | Not Applicable                      | No hardware involved in service deliverables. |

|                                                                     | Conformance Level                   | Remarks and Explanations                      |
|---------------------------------------------------------------------|-------------------------------------|-----------------------------------------------|
| <b>412.8 Legacy TTY Support</b>                                     | Heading cell – no response required | Heading cell – no response required           |
| 412.8.1 TTY Connectability                                          | Not Applicable                      | No hardware involved in service deliverables. |
| 412.8.2 Voice and Hearing Carry Over                                | Not Applicable                      | No hardware involved in service deliverables. |
| 412.8.3 Signal Compatibility                                        | Not Applicable                      | No hardware involved in service deliverables. |
| 412.8.4 Voice Mail and Other Messaging Systems                      | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>413 Closed Caption Processing Technologies</u></b>            | Heading cell – no response required | Heading cell – no response required           |
| 413.1.1 Decoding and Display of Closed Captions                     | Not Applicable                      | No hardware involved in service deliverables. |
| 413.1.2 Pass-Through of Closed Caption Data                         | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>414 Audio Description Processing Technologies</u></b>         | Heading cell – no response required | Heading cell – no response required           |
| 414.1.1 Digital Television Tuners                                   | Not Applicable                      | No hardware involved in service deliverables. |
| 414.1.2 Other ICT                                                   | Not Applicable                      | No hardware involved in service deliverables. |
| <b><u>415 User Controls for Captions and Audio Descriptions</u></b> | Heading cell – no response required | Heading cell – no response required           |
| 415.1.1 Caption Controls                                            | Not Applicable                      | No hardware involved in service deliverables. |
| 415.1.2 Audio Description Controls                                  | Not Applicable                      | No hardware involved in service deliverables. |

## Chapter 5: Software

Notes: N/A

| Criteria                                                     | Conformance Level                   | Remarks and Explanations                  |
|--------------------------------------------------------------|-------------------------------------|-------------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                   | See WCAG 2.x section                | See information in WCAG 2.x section       |
| <b><u>502 Interoperability with Assistive Technology</u></b> | Heading cell – no response required | Heading cell – no response required       |
| 502.2.1 User Control of Accessibility Features               | Supports                            | Platform features will not be disrupted.  |
| 502.2.2 No Disruption of Accessibility Features              | Supports                            | Software will not disable assistive tech. |

| Criteria                                   | Conformance Level                   | Remarks and Explanations                                        |
|--------------------------------------------|-------------------------------------|-----------------------------------------------------------------|
| <b>502.3 Accessibility Services</b>        | Heading cell – no response required | Heading cell – no response required                             |
| 502.3.1 Object Information                 | Supports                            | Object info will be exposed programmatically.                   |
| 502.3.2 Modification of Object Information | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.3 Row, Column, and Headers           | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.4 Values                             | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.5 Modification of Values             | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.6 Label Relationships                | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.7 Hierarchical Relationships         | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.8 Text                               | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.9 Modification of Text               | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.10 List of Actions                   | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.11 Actions on Objects                | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.12 Focus Cursor                      | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.13 Modification of Focus Cursor      | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.3.14 Event Notification                | Supports                            | All software will be designed to expose info to assistive tech. |
| 502.4 Platform Accessibility Features      | Supports                            | Will conform to platform standards (e.g., Windows/ web APIs).   |
| <b><u>503 Applications</u></b>             | Heading cell – no response required | Heading cell – no response required                             |
| 503.2 User Preferences                     | Supports                            | Will respect user settings (e.g., contrast, font).              |

| Criteria                                                                            | Conformance Level                   | Remarks and Explanations                  |
|-------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------|
| 503.3 Alternative User Interfaces                                                   | Not Applicable                      | No alternative UIs provided.              |
| <b>503.4 User Controls for Captions and Audio Description</b>                       | Heading cell – no response required | Heading cell – no response required       |
| 503.4.1 Caption Controls                                                            | Supports                            | Controls at same level as volume.         |
| 503.4.2 Audio Description Controls                                                  | Supports                            | Controls provided.                        |
| <b>504 Authoring Tools</b>                                                          | Heading cell – no response required | Heading cell – no response required       |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | Not Applicable                      | Service does not include authoring tools. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable                      |                                           |
| 504.2.2 PDF Export                                                                  | Not Applicable                      |                                           |
| 504.3 Prompts                                                                       | Not Applicable                      |                                           |
| 504.4 Templates                                                                     | Not Applicable                      |                                           |

## Chapter 6: [Support Documentation and Services](#)

Notes: N/A

| Criteria                                                         | Conformance Level                    | Remarks and Explanations                                |
|------------------------------------------------------------------|--------------------------------------|---------------------------------------------------------|
| <b>601.1 Scope</b>                                               | Heading cell – no response required  | Heading cell – no response required                     |
| <b>602 Support Documentation</b>                                 | Heading cell – no response required  | Heading cell – no response required                     |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | Docs will list accessibility features.                  |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                     |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                             | Alternate formats (e.g., Braille) available on request. |
| <b>603 Support Services</b>                                      | Heading cell – no response required  | Heading cell – no response required                     |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             | Support will provide info on features.                  |
| 603.3 Accommodation of Communication Needs                       | Supports                             | Support via email, TTY, or other accessible means.      |

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