Texthelp Ltd. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:	Read&Write for Windows; Read&Write for MAC; Read&Write for Google Chrome
Report Date:	Jan 2023
Product Description:	Read&Write is a literacy support tool that empowers all students to personalize their learning with simple, accessible tools that help them comprehend, organize and express themselves independently in GSuite, Office 365, Windows and Mac
Contact Information:	support@texthelp.com
Notes:	
Evaluation Methods Used:	Testing is based on a combination of automated testing, manual testing and general product knowledge and experience of developing accessible software. Testing is carried out by the product development team and

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) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 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: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Closed: N/A Authoring Tool: N/A	Read&Write Supports accessible non text content. Audio is always supported with text. Video is hosted on Youtube and is captioned. Product documentation and support documentation on http://support.texthelp.com is also in compliance.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: **N/A** Electronic Docs: **N/A**	Read&Write does not contain or present any Audio only or Video Only resources.

Criteria	Conformance Level	Remarks and Explanations
(Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Support Docs: **Partially Supports** Software: N/A Authoring Tool: N/A.	All training video content created for Read&Write is captioned on Youtube. Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.
1.2.3 Audio Description or Media	Web: **Supports** Electronic Docs:	Read&Write training videos do not have audio descriptions, however

Criteria	Conformance Level	Remarks and Explanations
document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Closed: N/A Authoring Tool: N/A	All UI is logically designed and accessibly labelled.
1.3.2 Meaningful Sequence (Level A) Also applies to:	Web: **Supports** Electronic Docs:	All UI is logically designed and accessibly labelled.

	Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	The UI of the software is designed to not rely on shape, size, visual location, orientation, or sound.	
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria	Web: **Supports** Electronic Docs: **Supports**	In Read & Write care is taken in the UI design such that color is not used as the only visual means of conveying information.	

Criteria	Conformance Level	Remarks and Explanations
Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Users can play, stop, pause, restart and control the pitch, speed and accent of spoken text. Videos on the support site or website can be paused, stopped etc.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web)	Web: **Supports** Electronic Docs: **Supports** Software: **Partially Supports**	Read & Write, the support site and its documentation are all fully keyboard accessible. This is part of our standard software quality test plan.

(Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Issues
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Read & Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan.
2.1.4 Character Key Shortcuts (Level A 2.1 only) **Also applies to:** **EN 301 549 Criteria** **9.2.1.4 (Web)** **10.2.1.4 (Non-web document)**	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Read&Write does not use single character key shortcuts.

Docs) **12.2.4 (Support Docs)** **Revised Section 508 – Does not apply**		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	The software has no timing/timeout specific functionality
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	The only Blinking/Scrolling/Auto updating information is the "Read with One Word Display" text to speech feature (currently Windows only) . When the "One Word Display" window is visible the toolbar "Pause button" stops speech and also stops the window auto updating. This is off by default, optional, and the foreground and background colours are customisable. The speed is adjustable by adjusting the speed of the speaking voice.

Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **N/A** Electronic Docs: **N/A** Software: **N/A** Authoring Tool: N/A	Read&Write does not display any flashing UI.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring	Web: **Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Only applicable to the website and support site, both of which are in compliance.

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			
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web) (Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Fully supported on the web site and support site. Not applicable in the software since it is not a website based software product.	
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supports logical focus order across the website. support documentation and software products.	

(Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported on the web site and support site. Any links to web content within the software also contain text explaining the link.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Read&Write does not use multipoint gestures

• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	All support pages work using standard click events which trigger on the mouse up event. One feature of the software ScreenShot Reader does use a dragging window that captures an area of the screen and so executes the drag on mouse down but the drag is cancelled on up click.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Support pages text and labels are exposed as 'Name' through accessibility tools as are labels within the software.

(Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Read&Write and supporting web pages have no motion based features or functionality.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **N/A** Authoring Tool: N/A	Fully supported on the web site and support site.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. Changes of focus in Read&Write, the texthelp website and support pages do not change the context of the webpage or the dialogs.

(Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Partially Supports** Authoring Tool: N/A	Fully supported on the support website. The only changes of context in the Read&Write software are on the selection of the web dictionary or Fact Finder feature which opens a separate web page to provide a dictionary definition or a search result. This occurs after a user triggered event to use the feature.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Any validation errors on use of the website or support pages are displayed in text form. Any errors upon use of the software are displayed in text form.

Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. Labels are supplied on or alongside controls that require input in the Read&Write software and the support web pages.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) –	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. No missing tags or duplicate attributes errors upon validation of support.texthelp.com website.

• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. Standards compliant html is used in the support website and tests for accessibility for screen readers is part of the Read&Write software test plan.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: **N/A** Electronic Docs: **N/A** Software: **N/A** Authoring Tool: N/A	Read&Write does not create any live webcasts or music casts which would need captioned.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web) (Software) ● 504.2 (Authoring Tool) ● 602.3 (Support	Web: **Partially Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Read&Write training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist. Transcripts exist. Meeting 1.2.3 (a)

document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Read&Writes features can be resized and the supporting documentation web content reflows to support portrait or landscape orientations.	
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Read&Write and supporting web pages do not have input areas for user input details requiring autocomplete within fields.	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring	Web: **Supports** Electronic Docs: **Supports** Software: **Partially Supports** Authoring Tool: N/A	Fully Supported. The software, the website and the font weights and colors that create the required contrast level.	

• 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. Html standards are adhered to in the support website allowing text to be zoomed by the browser to 200%. Read&Write PDF viewer also has a feature that allows the text to be zoomed and rendered accurately up to 200%
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. The only images of text used on the support website and in the Read&Write software are company logos.

(Authoring Tool) ● 602.3 (Support Docs)		

1.4.10 Reflow (Level AA 2.1 only)
  Also applies to:
  EN 301 549 Criteria
    ● 9.1.4.10 (Web)
    ● 10.1.4.10 (Non-web document)
    ● 11.1.4.10 (Open Functionality Software)
    ● 11.1.4.10 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
  Revised Section 508 – Does not apply
	Web: **Partially Supports**
	Electronic Docs: **Supports**
	Software: **Supports**
	Authoring Tool: N/A
		The application support pages fully support reflow, the Texthelp website doesn't support reflow currently on some pages. The software supports reflow, all functionality can be accessed at specified screen dimensions without non-intuitive scrolling.

1.4.11 Non-text Contrast (Level AA 2.1 only)
  Also applies to:
  EN 301 549 Criteria
    ● 9.1.4.11 (Web)
    ● 10.1.4.11 (Non-web document)
    ● 11.1.4.11 (Open Functionality Software)
    ● 11.1.4.11 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
  Revised Section 508 – Does not apply
	Web: **Supports**
	Electronic Docs: **Supports**
	Software: **Supports**
	Closed: N/A
	Authoring Tool: N/A
		Support documentation and software creates the required contrast level

1.4.12 Text Spacing (Level AA 2.1 only)	Web: N/A Electronic Docs: N/A	Read&Write web components should not be affected or will

(Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: **Does Not Support** Authoring Tool: N/A	The website and Support website use standard tooltips which do get removed using default browser behaviour when the escape key is pressed. See Read&Write Accessibility Roadmap document for outstanding accessibility issues
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed	Web: **Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Fully supported. The Texthelp website and the support website have a search facility displaying links to pages on the sites. This is in addition to navigation via the home pages.

Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. Read&Write provides descriptive labels for features and interactive components. All pages in the support website have descriptive headings related to their content.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open	Web: **Supports** Electronic Docs: **Supports** Software: **Partially Supported** Authoring Tool: N/A	Read&write software visually indicates that keyboard focus is only on one possible location in the software. The Texthelp website indicates focus via a rectangle surrounding the focused element.

12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **N/A** Software: N/A Authoring Tool: N/A	The language attribute is used in the support web pages and in the main Texthelp website.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply	Web: **Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying CSS mechanisms on these sites.

Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web) (Software) – Does not apply to non-web software	Web: **Supports** Electronic Docs: **Supports** Software: N/A Authoring Tool: N/A	Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying CSS mechanisms on these sites.

docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web) (Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: **Supports** Electronic Docs: **Supports** Software: **Supports** Authoring Tool: N/A	Fully supported. In Read&Write in most cases input is controlled via dropdown lists or radio buttons. Where text input is required text error messages indicating the error like "no word definition found" are displayed. In the Support website pages input is via predefined menu items or via a text search. A no results found message is the only error message returned here.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web) (Software)	Web: **N/A** Electronic Docs: **N/A** Software: **N/A** Authoring Tool: N/A	Read&write does not require the user to submit information in this way.

only) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: **N/A** Electronic Docs: **N/A** Software: **Does Not Support** Authoring Tool: N/A	Status messages don't apply to the website or the support pages. See Read&Write Accessibility Roadmap document for outstanding accessibility issues

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Read&Write supports screen readers on Windows and Voiceover on Mac. Support web pages are readable by a screen reader.

VPAT 2.4 Read&Write for Windows, Mac, Google Chrome

Updated automatically every 5 minutes

		Accessibility Roadmap document for outstanding accessibility issues
302.2 With Limited Vision	Supports	Operating System high contrast can be applied. Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in web pages but not in Google Docs. Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse.
302.3 Without Perception of Color	Supports	Read&Write does not require color perception
302.4 Without Hearing	Partially Supports	Read&Write only provides audio from already visible on screen text. All training video content created for Read&Write is captioned on Youtube. Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.
302.5 With Limited Hearing	Supports	Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume.
302.6 Without Speech	Supports	Read&Write can be operated without the need for speech input.
302.7 With Limited Manipulation	Partially Supports	ead & Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Read&Write offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction and Picture Dictionary features provide additional support for users with learning difficulties

Chapter 4: **Hardware** - Not Applicable

Chapter 5: **Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	The Read&write Text to speech accessibility feature can be controlled through the speech options panels. The screen masking feature also has setting for adjusting its operation
502.2.2 No Disruption of Accessibility Features	Partially Supports	OS Accessibility features supported in Read&Write for Windows and Mac. The High contrast extension in Google Chrome only applies to web pages and not Google Docs, however the software's Screen Masking feature can create a similar effect. See Read&Write Accessibility Roadmap document for outstanding accessibility issues
502.3 Accessibility Services		

of Object Information		Read&Write UI states and properties can be set programmatically
502.3.3 Row, Column, and Headers	Supports	Read&Write UI table components have the proper association of header cells and data cells and those relationships can be determined programmatically.
502.3.4 Values	Supports	Read&Write UI values and range of values can be determined programmatically.
502.3.5 Modification of Values	Supports	Read&Write values of UI that users can adjust can also be set through assistive technology.
502.3.6 Label Relationships	Supports	Read&Write label relationships can be programmatically determined.
502.3.7 Hierarchical Relationships	Supports	Read&Write provides hierarchical relationships that can be programmatically determined.
502.3.8 Text	Supports	Read&Write text components provide programmatically determinable details.
502.3.9 Modification of Text	Supports	Read&Write text components can be set programmatically through assistive technology.
502.3.10 List of Actions	Supports	All actions that can be set on a Read&Write component can be determined programmatically.
502.3.11 Actions on Objects	Supports	Read&Write supports the ability for assistive technology to programmatically execute available actions.
502.3.12 Focus Cursor	Supports	Read&Write relies on the operating system or the browser's capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed.
502.3.13 Modification of Focus Cursor	Supports	Read&Write either conforms to these standards where the capability exists or does not support the

502.4 Platform Accessibility Features	Supports	conforms to these standards where the capability exists.
503 Applications		
503.2 User Preferences	Supports	Read&Write honors the user settings from a user's browser and/or operating system.
503.3 Alternative User Interfaces	Supports	Read&Write supports assistive technology and has no known conflicts with accessibility features provided by the operating system or the browser
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Supports	Read&Write software does not contain audio or video content.
503.4.2 Audio Description Controls	Supports	Read&Write software does not contain audio or video content.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	Read&Write is not an authoring tool
504.2.2 PDF Export	N/A	
504.3 Prompts	N/A	
504.4 Templates	N/A	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	Read&Write's accessibility features are documented in our support pages.

602.3 Electronic Support Documentation	See [WCAG 2.](#)1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation will be provided in alternate formats upon request with no additional charge.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Texthelp support will provide this information upon request at no additional charge.
603.3 Accommodation of Communication Needs	Supports	Texthelp support provides multiple channels for user communication as needed. E.G. Email, telephone and video conference and remote access support.

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Notes:

Chapter 4: [Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Read&Write supports screen readers on Windows and Voiceover on Mac. Support web pages are readable by a screen reader. Read&Write training videos do not have audio descriptions, however transcripts exist and alternate media (Text or

4.2.2 Usage with limited vision	Supports	Operating System high contrast can be applied. Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in web pages but not in Google Docs. Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse.
4.2.3 Usage without perception of colour	Supports	Read&Write does not require color perception
4.2.4 Usage without hearing	Partially Supports	Read&Write only provides audio from already visible on screen text. All training video content created for Read&Write is captioned on Youtube. Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.
4.2.5 Usage with limited hearing	Supports	Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume.
4.2.6 Usage with no or limited vocal capability	Supports	Read&Write can be operated without the need for speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Does not apply
4.2.8 Usage with limited reach	Supports	Does not apply
4.2.9 Minimize photosensitive seizure triggers	Supports	Read&Write does not use flashing on and off within any of its features

		Dictionary features provide additional support for users with learning difficulties
4.2.11 Privacy	Supports	Read&Write offers control of speech feedback and volume which allows users to use the software with improved privacy. Read&Write does not read out characters that have been masked.

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		
5.1.3.1 Audio output of visual information	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.2 Auditory output delivery including speech	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.3 Auditory output correlation	Not Applicable	Read&Write is not a closed application. It exposes its contents to

5.1.3.4 Speech output user control	Not Applicable	exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.5 Speech output automatic interruption	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.6 Speech output for non-text content	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.7 Speech output for video information	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.8 Masked entry	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.9 Private access to personal data	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings	
5.1.3.10 Non-interfering audio output	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive	

5.1.3.11 Private listening volume	Not Applicable	contents to assistive technologies and responds to operating system settings
5.1.3.12 Speaker volume	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.13 Volume reset	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.14 Spoken languages	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.15 Non-visual error identification	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.4 Functionality closed to text enlargement	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies

auditory information	Not Applicable	assistive technologies and responds to operating system settings
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.7 Access without speech	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.2 Activation of accessibility features	Supports	Read&Write's Text to Speech features can be triggered using either mouse or keyboard.
5.3 Biometrics	Not Applicable	Read&Write does not use uses biological characteristics
5.4 Preservation of accessibility information during conversion	Not Applicable	Read&Write is not an authoring tool.
5.5 Operable parts		
5.5.1 Means of operation	Not Applicable	Read&Write does not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Not Applicable	Read&Write does not require grasping, pinching, or twisting of the wrist to operate.

5.7 Key repeat	Not Applicable	Read&Write is not a Keyboard.
5.8 Double-strike key acceptance	Not Applicable	Read&Write is not a Keyboard.
5.9 Simultaneous user actions	Supports	Read&Write has feature Keyboard shortcuts that require multiple keys to be pressed but the user can simply use the mouse to operate the feature.

Chapter 6: ICT with Two-Way Voice Communication - Not Applicable

Chapter 7: ICT with Video Capabilities - Not Applicable

Chapter 8: Hardware - Not Applicable

Chapter 9: Web *(see WCAG 2.1 section)*

Chapter 10: Non-Web Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)		
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
10.5 Caption positioning	Not Applicable	Read&Write does not create non-web documents that contains synchronized

		media with captions

Chapter **11: Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	Read&Write is written using frameworks created for the operating system. The accessibility provisions in these frameworks are used to expose the softwares content to accessibility frameworks of the operating system being used.
11.5.2.4 Assistive technology	Supports	Read&Write uses embedded OS APIs to provide assistive technology features
11.5.2.5 Object information	Supports	Read&Write provides this information to the platforms accessible interfaces.
11.5.2.6 Row, column, and headers	Supports	Read&Write UI table components have the proper association of header cells and data cells and those relationships can be

relationships		relationships can be programmatically determined.
11.5.2.9 Parent-child relationships	Supports	Read&Write allows parent-child relationships to be programmatically determined.
11.5.2.10 Text	Supports	Read&Write text components provide programmatically determinable details.
11.5.2.11 List of available actions	Supports	All actions that can be set on a Read&Write component can be determined programmatically.
11.5.2.12 Execution of available actions	Supports	Read&Write supports the ability for assistive technology to programmatically execute available actions.
11.5.2.13 Tracking of focus and selection attributes	Supports	Read&Write relies on the operating system or the browser's capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed.
11.5.2.14 Modification of focus and selection attributes	Supports	Read&Write either conforms to these standards where the capability exists or does not support the capability for any user.
11.5.2.15 Change notification	Supports	Read&Write change events relevant to the user's interaction are also available to assistive technology.
11.5.2.16 Modifications of states and properties	Supports	Read&Write's user interface elements can be change by assistive technologies to programmatically modify states and properties
11.5.2.17 Modifications of values and text	Supports	Read&Write's user interface elements can be change by

accessibility features		platform
11.6.2 No disruption of accessibility features	Not Applicable	Read&Write does not disrupt accessibility features defined in he platform
11.7 User preferences	Supports	Read&Write follow the values of the user preferences for platform settings
11.8 Authoring tools		
11.8.1 Content technology		
11.8.2 Accessible content creation	See WCAG 2.1 section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.1 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Read&Write is not an authoring tool
11.8.4 Repair assistance	Not Applicable	Read&Write is not an authoring tool
11.8.5 Templates	Not Applicable	Read&Write is not an authoring tool

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Supports	Read&Write's accessibility features are documented in our support pages. Support of other accessibility tools such as JAWS and Mac Voice Over are also mentioned in the support pages.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

| 12.2.3 Effective communication | Supports | Texthelp support provides multiple channels for user communication as needed. E.G. Email, telephone and video conference and remote access support. |
| 12.2.4 Accessible documentation | See WCAG 2.1 section | See information in WCAG 2.1 section |

Chapter 13: ICT Providing Relay or Emergency Service Access - Not Applicable