Nuvolo Service Portal Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Field	Description
Name of Product	**Real Estate and Portfolio Management**
Version	Wales
Report Date	20/11/2025
Product Description	The Real Estate Portfolio Management application is an analytical and strategic tool that enables the users to oversee and optimize their real estate portfolio and related investments. It is a fully functional MVP version of the Real Estate product that: 1. Collects, sorts, and stores records containing real estate properties data. 2. Tracks, summarizes, and visualizes records data to indicate changes during the real estate properties' lifecycle. 3. Provides real estate performance reporting and analytics through Dashboards, Metrics, and KPIs.
Contact Information	compliance@nuvolo.com
Notes	• This product is a web-only application. The information contained in this report only applies to this release of this application. • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. • Any customization of this application or the Now Platform may have an impact on the specifics in this report. • This version of the report replaces the Tokyo Service Portal version dated March 2, 2023.

Evaluation Methods Used

• This application was evaluated using the most recent versions of multiple browsers (Chrome, and Edge Chromium).

• Assistive technologies used in this evaluation included NVDA Screen reader, WAVE extension, PEAT tool and Lighthouse tool.

Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.

Applicable Standards/Guidelines

This report covers the degree of conformance to the following accessibility standards/guidelines:

Standard / Guidelines	Included in Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

• Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

• Partially Supports: Some functionality of the product does not meet the criterion.

• Does Not Support: The majority of product functionality does not meet the criterion.

• Not Applicable: The criterion is not relevant to the product.

• Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks & Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The Real Estate is not fully compliant with accessibility standards due to the absence of appropriate text alternatives for few icons.

Criteria	Conformance Level	Remarks & Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Real Estate does not have prerecorded audio or video content.

Criteria	Conformance Level	Remarks & Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508	Not Applicable	The Real Estate does not contain any prerecorded content.

• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
Criteria	**Conformance Level**	**Remarks & Explanations**
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The Real Estate does not have any prerecorded audio/video content support in the app.

Criteria	**Conformance Level**	**Remarks & Explanations**
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	In Real Estate, for some pages, it does not comply with showing how different parts of the page are related to each other.

• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks & Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Real Estate, fields on forms does not always have logical sequence.
Criteria	Conformance Level	Remarks & Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	

Criteria	Conformance Level	Remarks & Explanations
• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks & Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.4.2 Audio Control (Level A)	Not applicable	Real Estate does not have any audio/video content

Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		that needs support for pause, stop, or adjust the volume/speed of audio.

Criteria	Conformance Level	Remarks & Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Real Estate app cannot be operated through a keyboard for entire app.

Criteria	Conformance Level	Remarks & Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	In Real Estate apps,keyboard caanot be used to access all elements.

• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks & Explanations
2.1.4 Character Key Shortcuts (Level A)	Partially Supports	Real Estate do not support single-character keyboard shortcut for few components

Criteria	Conformance Level	Remarks & Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Real Estate app does not have any element that requires time limits.

Criteria	Conformance Level	Remarks & Explanations

2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Real Estate does not have any content that moves, blinks, scrolls, or auto-updates information.

Criteria	Conformance Level	Remarks & Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Real Estate does not have element that flashes.

Criteria	Conformance Level	Remarks & Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Does not Support	Real Estate does not have any mechanism to bypass blocks of content that are repeated on multiple web pages.

Criteria	Conformance Level	Remarks & Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Real Estate has few pages where titles are missing that describe their topic or purpose.

Criteria	Conformance Level	Remarks & Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	does not provide a meaningful / sequential focus order for a couple of pages.

Criteria	Conformance Level	Remarks & Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Support	Real Estate app does not have the context support added to every links.

Criteria	Conformance Level	Remarks & Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	In Real Estate while navigating to certain elements focus auto-shifts to next element automatically.

Criteria	Conformance Level	Remarks & Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Real Estate has certain elements that changes after changing certain field but is not informed to the user about the changes.

Criteria	Conformance Level	Remarks & Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Partially Supports	In Real Estate, certain fields shows error message without any context.

• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks & Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Real Estate has certain elements that have labels missing. .

Criteria	Conformance Level	Remarks & Explanations
4.1.1 Parsing (Level A) Also applies to:	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update

WCAG 2.0 – Always answer 'Supports' Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		indicates this criterion is always supported. See the [WCAG 2.0 Editorial Errata](#).

Criteria	Conformance Level	Remarks & Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Real Estate, for few fields where components do not have their roles determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks & Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Real Estate does not have support for live audio/video content.

Criteria	Conformance Level	Remarks & Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Real Estate does not have content of type live audio/video

Criteria	Conformance Level	Remarks & Explanations
1.3.4 Orientation (Level AA) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	

Criteria	Conformance Level	Remarks & Explanations
1.3.5 Identify Input Purpose (Level AA) Also applies to: EN 301 549 Criteria • 9. 1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	In Real Estate, all input fields are identified and shares their purpose

1.3.4 Orientation (Level AA)

Criteria	Conformance Level	Remarks & Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.4.10 Reflow (Level AA) Also applies to: EN 301 549 Criteria • 9.1. 4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Not Applicable	

Criteria	Conformance Level	Remarks & Explanations
1.4.11 Non-Text Contrast (Level AA) 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	Partial Support	Real Estate has some elements that are difficult to distinguish against background.

Criteria	Conformance Level	Remarks & Explanations
1.4.12 Text Spacing (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool)	Not Applicable	

Criteria			
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs)			

Criteria	Conformance Level	Remarks & Explanations
1.4.13 Content on Hover or Focus (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partial Support	Real Estate has few filter components that do not has display content on hovering or focussing through a keyboard or a mouse.

Criteria	Conformance Level	Remarks & Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not	Partially Supports	The Real Estate App does not provide multiple ways to locate few elements.

apply to non-web docs		

Criteria	Conformance Level	Remarks & Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Real Estate App few headings and labels that has description missing.

Criteria	Conformance Level	Remarks & Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.5.1 Pointer Gestures (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs	Not Applicable	

Criteria	Conformance Level	Remarks & Explanations
2.5.2 Pointer Cancellation (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	

- 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

Criteria	Conformance Level	Remarks & Explanations
2.5.3 Label in Name (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs	Partially Supports	Real Estate has few components that do not have accessible names matching the visible labels

Criteria	Conformance Level	Remarks & Explanations
2.5.4 Motion Actuation (Level AA)	Not Applicable	

Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)		

Criteria	Conformance Level	Remarks & Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to:	Partially Supports	Real Estate has certain menu fields where

		navigations are not consistent.

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		

Criteria	Conformance Level	Remarks & Explanations

3.2.4 Consistent Identification (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software) – Does not apply to non-web software
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs) – Does not apply to non-web docs
	Partially Supports	Real Estate has few icons where identification is not working as expected.

Criteria	Conformance Level	Remarks & Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	In Real Estate app, few input errors are not meeting with the standards.

Criteria	Conformance Level	Remarks & Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
4.1.3 Status Messages (Level AA) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Partially Supports	In Real Estate app, not all change in state is informed to the user

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks & Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	

Revised Section 508 – Does not apply		
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.3.6 Identify Purpose (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	

2.2.6 Timeouts (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.5.5 Target Size (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	

3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

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

Chapter 4: Hardware

Notes:

Criteria	Conformance level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required

407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required

411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		

502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		

603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		