

Gale Accessibility Conformance Report

International Edition

VPAT® Version 2.2 – July 2018

Name of Product: Gale eBooks

Date: October 2019

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Evaluation Methods Used: Internal testing was conducted using the AXE and WAVE tools and manually tested using Non-Visual Desktop Access (NVDA) screen reader and JAWS on Firefox and Chrome.

Third party testing with a non-sighted user was conducted using the following OS/Browser/Screen Reader combinations:

Win 10/IE 11/Jaws 2018

Win 10/ Chrome 74/ JAWS 2018

Win 10/FF/ NVDA

Mac OS/Safari/VoiceOver

Applicable Standards/Guidelines

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

| Standard/Guideline | Included In Report |
|--|--|
| Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ | Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No) |
| Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018 | (Yes / No) |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard | (Yes / No) |

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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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: Conformance Criteria, Level A - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|--|
| 1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports Electronic Docs: Partially supports | Web: Form controls without visible labels use aria-labels to communicate purpose and those with visible labels use aria to associate label and input. All non-text UI elements use either title, alt or aria to communicate purpose/describe. Topic finder and highlights & notes don't work properly with all assistive technology. Electronic Docs: charts, graphs and images within eBooks don't always have alt or descriptive text, depending on the source. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Web components do not include any audio-only or video-only content. Electronic Docs: Content does not include any audio-only or video-only content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|--|
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: No web components include video</p> <p>Electronic Docs: No documents include video</p> |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: No web components include audio</p> <p>Electronic Docs: No documents include audio</p> |
| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Partially supports</p> | <p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated. Topic finder and highlights & notes don't work properly with all assistive technology</p> <p>Electronic Docs: Tables and graphs do not have proper row/column associations. eBooks use header and aria tagging to communicate content structure and provide navigational landmarks</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|---|
| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.</p> <p>Electronic Docs: Content is presented in meaningful sequence, using header tagging to structure the documents.</p> |
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use size or shape to convey meaning.</p> |
| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | <p>Web: Supports</p> <p>Electronic Docs: Partially supports</p> | <p>Web: When product uses color to convey meaning, it also uses labels to describe that element.</p> <p>Electronic Docs: Documents in the product do not use color to convey meaning, except for some charts and graphs that lack any descriptive text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|---|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product does not include any auto-playing audio</p> <p>Electronic Docs: Product does not include any auto-playing audio</p> |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: This product can be navigated using only keyboard commands, except for the Topic Finder and Highlights & Notes feature.</p> <p>Electronic Docs: Documents support keyboard commands, and content navigation with keyboard controls.</p> |
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software) 11.2.2.16 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product does not include any keyboard traps</p> <p>Electronic Docs: Documents in product do not include any keyboard traps</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--|---|
| <u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.17 (Web) 10.2.17 (non-web document) 11.2.1.17 (Software) 11.2.2.17 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: No time limits are set for content Electronic Docs: No time limits are set for content |
| <u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Product contains no moving, blinking, scrolling or auto-updating information. Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information. |
| <u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Product does not contain anything that flashes Electronic Docs: Documents do not contain anything that flashes |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: | Web: Supports | Web: Product features a logically nested header structure and uses a combination of HTML and ARIA |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|--|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Electronic Docs: Supports</p> | <p>semantic elements to communicate the structure of the page and allow the user to bypass blocks. Product also features as “Skip to main content” link</p> <p>Electronic Docs: Documents features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page.</p> |
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product uses page titles following the schema of <Product Name> - <Page type> - <detail></p> <p>Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page.</p> |
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Support</p> | <p>Web: Elements can be navigated sequentially and receive visual focus except for Topic Finder and Highlights & Notes.</p> <p>Electronic Docs: Documents can be navigated sequentially and receive properly focus.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| <u>2.4.4 Link Purpose (EBooks)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Links have a description of their purpose or target destination Electronic Docs: Interlinking within documents is accompanied by text explaining that it is a list of related articles. |
| <u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: The language is set in the header of each page. Electronic Docs: Language Translate feature specifies what language content is switched into. |
| <u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Product uses activate rather than focus to initiate changes of context Electronic Docs: No items in documents initiate a change of context on focus |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| 3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Partially Supports | Web: When a change of context is made on input, the user is informed of the state change (expanded, collapsed, etc). Electronic Docs: The document viewer does not make proper announcement of state change upon activating zoom, next/previous page, and fit to height/width. |
| 3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.33 (Web) 10.2.33 (non-web document) 11.2.1.33 (Software) 11.2.2.33 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: When the product generates an error message, it uses aria-live to make sure the message is communicated to assistive technology Electronic Docs: Adequate error messages are given when content is unable to be retrieved. |
| 3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.34 (Web) 10.2.34 (non-web document) 11.2.1.34 (Software) 11.2.2.34 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Forms and controls have proper labeling, fieldsets and grouping. Electronic Docs: none of the content in product includes user inputs. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| 4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Most form elements contain duplicate ID's but otherwise product has complete element tagging, nesting and unique IDs with few exceptions. Electronic Docs: Documents have complete element tagging, nesting and unique IDs. |
| 4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Forms and controls are labeled using a combination of HTML and ARIA attributes. <role> is used to identify various components Electronic Docs: Components with documents can be programmatically determined |

Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| 1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) | Web: Supports Electronic Docs: Supports | Web: Product does not contain live audio content Electronic Docs: Documents do not contain live audio content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|--|
| <ul style="list-style-type: none"> 11.2.2.5 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.6 (Web) 10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Web components do not include any audio-only or video-only content. Electronic Docs: Content does not include any audio-only or video-only content. |
| <u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.12 (Web) 10.2.12 (non-web document) 11.2.1.12 (Software) 11.2.2.12 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Color contrast on all elements is 4.5:1 or greater. Electronic Docs: Color contrast on all elements is 4.5:1 or greater |
| <u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) | Web: Supports Electronic Docs: Supports | Web: Product uses CSS in a way that allows for text to easily be resized Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. Document text size can be adjusted by the text resizing tool at the top of each document. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| 1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Does not include any images of text Electronic Docs: PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |
| 2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports Electronic Docs: Supports | Web: Product includes multiple navigational workflows, including a search function capable of returning all content. Electronic Docs: Documents are the result of the process of searching. |
| 2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply 2017 Section 508 | Web: Supports Electronic Docs: Supports | Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated, except for topic finder and highlights & notes. Electronic Docs: Documents have headings within the text, and a table of contents that can be used to |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | navigate. The eBook viewer has each control labeled as to it's function. |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product shows visual focus on all elements. The exceptions are Topic Finder, which don't always show visual focus properly.</p> <p>Electronic Docs: Documents show focus on all elements</p> |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product updates <lang> tags to reflect the translation of UI.</p> <p>Electronic Docs: Product updates <lang> tags to reflect the translation of a document.</p> |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply <p>2017 Section 508</p> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Main navigational header is consistent across the product, as are the search filters and document tools</p> <p>Electronic Docs: There are no navigational mechanisms within documents aside from the table of contents for Gale reference material. The table of contents is consistently formatted across documents.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports Electronic Docs: Supports | Web: All components that share functionality within the product are consistently identified Electronic Docs: Documents are identified consistently |
| 3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Web: Supports Electronic Docs: Supports | Web: Error messages use aria-live to alert the user when there is an error, and what needs to be done to correct it. Electronic Docs: No error messages exist in documents |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) | Web: Supports Electronic Docs: Supports | Web: Product does not contain any of the applicable conditions Electronic Docs: documents do not contain any of the applicable conditions |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |

Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 1.4.8 Visual Presentation (Level AAA) Also applies to: | Web: | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | | |
| 1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 2.4.10 Section Headings (Level AAA) | Web: | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | | |
| 3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |
| 3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply | Web: | Web: |

2017 Section 508 Report -

Click to show or hide 2017 Section 508 tables (section headings will remain)

Notes:

Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------|--|--|
| 302.1 Without Vision | Web: Supports Electronic Docs: Partially supports | <p>Web: This product uses aria-labels to communicate purpose of inputs and controls. Headers, ARIA roles and regions are used to communicate information about the page's structure. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: While the content is broadly accessible to users without vision, the formatting of tables isn't conducive to assistive technology. Charts, graphs and infographics are generally images without sufficient alt or descriptive text.</p> |
| 302.2 With Limited Vision | Web: Supports Electronic Docs: Supports | <p>Web: The UI does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the interface.</p> <p>Electronic Docs: The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the documents. Additionally, a text resizing tool is available</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--|---|
| | | that can increase the font size of just the document without distorting the UI. |
| 302.3 Without Perception of Color | Web: Supports Electronic Docs: Supports | Web: The UI does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance. Electronic Docs: Broadly, documents do not convey information or meaning using color only. There exists some exceptions within charts, graphs and infographics embedded within articles that may convey information with color only. |
| 302.4 Without Hearing | Web: Supports Electronic Docs: Support | Web: The UI does not include any elements that require hearing to use. Electronic Docs: Product contains no video or audio. |
| 302.5 With Limited Hearing | Web: Supports Electronic Docs: Supports | Web: The UI does not include any elements that require hearing to use. Electronic Docs: product contains no audio |
| 302.6 Without Speech | Web: Supports Electronic Docs: Supports | Web: UI does not have any elements that require speech. Electronic Docs: Content does not have any elements or features that require speech |
| 302.7 With Limited Manipulation | Web: Supports Electronic Docs: Supports | Web: Nearly all UI elements are usable with a keyboard only, except for highlights & notes and Topic Finder. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--|---|
| | | Electronic Docs: Documents are presented in an AT friendly HTML format with semantic tagging to give them structure. |
| 302.8 With Limited Reach and Strength | Web: Supports Electronic Docs: Supports | Web: Nearly all UI elements are usable with a keyboard only, except for highlights & notes and Topic Finder. Electronic Docs: Documents are presented in an AT friendly HTML format. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Web: Supports Electronic Docs: Supports | Web: This product uses concise labels, uncluttered layouts and avoids jargon whenever possible. Text can be resized to assist readers, and uses a sans-serif font for readability and dyslexia. Electronic Docs: The documents are written at a variety of levels, and labeled with a Lexile score when available. |

Chapter 4: Hardware - *Click to show or hide table data*

Notes: Deleted, Gale provides only web/software products

Chapter 5: Software - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--------------------------|
| 501 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | |
| 502 Interoperability with Assistive Technology | | |
| 502.2.1 User Control of Accessibility Features | | |
| 502.2.2 No Disruption of Accessibility Features | | |
| 502.3 Accessibility Services | | |
| 502.3.1 Object Information | | |
| 502.3.2 Modification of Object Information | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--------------------------|
| 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 | | |
| 503.2 User Preferences | | |
| 503.3 Alternative User Interfaces | | |
| 503.4 User Controls for Captions and Audio Description. | | |
| 503.4.1 Caption Controls | | |
| 503.4.2 Audio Description Controls | | |
| 504 Authoring Tools | | |
| 504.2 Content Creation or Editing | See WCAG 2.0 section | |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | | |
| 504.2.2 PDF Export | | |
| 504.3 Prompts | | |
| 504.4 Templates | | |

Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-------------|-------------------|--------------------------|
| 601.1 Scope | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---|--|
| 602 Support Documentation | | |
| 602.2 Accessibility and Compatibility Features | Does not support | Product does not include any unique accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar. Other accessibility features include ReadSpeaker and alternative document formats, are not explicitly listed anywhere. |
| 602.3 Electronic Support Documentation | Level A: Does not support Level AA: Does not support | The electronic support documentation available on support.gale.com does not comply with WCAG standards. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Partially supports | On request, Gale will attempt to provide support materials in alternative formats. |
| 603 Support Services | | |
| 603.2 Information on Accessibility and Compatibility Features | Does not support | Accessibility features are not explicitly listed in any Gale support documentation |
| 603.3 Accommodation of Communication Needs | Supports | Gale commonly uses a single direct point of contact for its technical and customer care support services. |

EN 301 549 Report -

Click to show or hide EN 301 549 tables (chapter headings will remain)

Notes:

Chapter 4: [4.2 Functional Performance Statements](#) - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 4.2.1 Usage without vision | | |
| 4.2.2 Usage with limited vision | | |
| 4.2.3 Usage without perception of colour | | |
| 4.2.4 Usage without hearing | | |
| 4.2.5 Usage with limited hearing | | |
| 4.2.6 Usage without vocal capability | | |
| 4.2.7 Usage with limited manipulation or strength | | |
| 4.2.8 Usage with limited reach | | |
| 4.2.9 Minimize photosensitive seizure triggers | | |
| 4.2.10 Usage with limited cognition | | |
| 4.2.11 Privacy | | |

Chapter 5: [Generic Requirements](#) - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 5.1 Closed functionality | | |
| 5.1.2 General | | |
| 5.1.2.2 Assistive technology | | |
| 5.1.3 Non-visual access | | |
| 5.1.3.1 General | | |
| 5.1.3.2 Auditory output delivery including speech | | |
| 5.1.3.3 Auditory output correlation (informative) | | |
| 5.1.3.4 Speech output user control | | |
| 5.1.3.5 Speech output automatic interruption | | |
| 5.1.3.6 Speech output for non-text content | | |
| 5.1.3.7 Speech output for video information | | |
| 5.1.3.8 Masked entry | | |
| 5.1.3.9 Private access to personal data | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 5.1.3.10 Non-interfering audio output | | |
| 5.1.3.11 Private listening | | |
| 5.1.3.12 Speaker volume | | |
| 5.1.3.13 Volume reset | | |
| 5.1.3.14 Spoken languages | | |
| 5.1.3.15 Non-visual error identification | | |
| 5.1.3.16 Receipts, tickets, and transactional outputs | | |
| 5.1.4 Functionality closed to text enlargement | | |
| 5.1.5 Visual output for auditory information | | |
| 5.1.6 Operation without keyboard interface | | |
| 5.1.6.1 Closed functionality | | |
| 5.1.6.2 Input focus | | |
| 5.2 Activation of accessibility features | | |
| 5.3 Biometrics | | |
| 5.4 Preservation of accessibility information during conversion | | |
| 5.5 Operable parts | | |
| 5.5.1 Means of operation | | |
| 5.5.2 Operable parts discernibility | | |
| 5.6 Locking or toggle controls | | |
| 5.6.1 Tactile or auditory status | | |
| 5.6.2 Visual status | | |
| 5.7 Key repeat | | |
| 5.8 Double-strike key acceptance | | |
| 5.9 Simultaneous user actions | | |

Chapter 6: [ICT with Two-Way Voice Communication](#) - *Click to show or hide table data*

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 6.1 Audio bandwidth for speech (informative) | | |
| 6.2 Real-time text (RTT) functionality | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 6.2.1.1 RTT communication | | |
| 6.2.1.2 Concurrent voice and text | | |
| 6.2.2.1 Visually distinguishable display | | |
| 6.2.2.2 Programmatically determinable send and receive direction | | |
| 6.2.3 Interoperability | | |
| 6.2.4 Real-time text responsiveness | | |
| 6.3 Caller ID | | |
| 6.4 Alternatives to voice-based services | | |
| 6.5 Video communication | | |
| 6.5.1 General (informative) | | |
| 6.5.2 Resolution | | |
| 6.5.3 Frame rate | | |
| 6.5.4 Synchronization between audio and video | | |
| 6.6 Alternatives to video-based services (informative) | | |

Chapter [7: ICT with Video Capabilities](#) - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 7.1 Caption processing technology | | |
| 7.1.1 Captioning playback | | |
| 7.1.2 Captioning synchronization | | |
| 7.1.3 Preservation of captioning | | |
| 7.2.1 Audio description playback | | |
| 7.2.2 Audio description synchronization | | |
| 7.2.3 Preservation of audio description | | |
| 7.3 User controls for captions and audio description | | |

Chapter [8: Hardware](#) - Click to show or hide table data

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 8.1.1 Generic requirements | | |
| 8.1.2 Standard connections | | |
| 8.1.3 Colour | | |
| 8.2 Hardware products with speech output | | |
| 8.2.1.1 Speech volume range | | |
| 8.2.1.2 Incremental volume control | | |
| 8.2.2.1 Fixed-line devices | | |
| 8.2.2.2 Wireless communication devices | | |
| 8.3 Physical access to ICT | | |
| 8.3.2.1 Change in level | | |
| 8.3.2.2 Clear floor or ground space | | |
| 8.3.2.3.1 General | | |
| 8.3.2.3.2 Forward approach | | |
| 8.3.2.3.3 Parallel approach | | |
| 8.3.2.4 Knee and toe clearance width | | |
| 8.3.2.5 Toe clearance | | |
| 8.3.2.6 Knee clearance | | |
| 8.3.3.1.1 Unobstructed high forward reach | | |
| 8.3.3.1.2 Unobstructed low forward reach | | |
| 8.3.3.1.3.1 Clear floor space | | |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach | | |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach | | |
| 8.3.3.2.1 Unobstructed high side reach | | |
| 8.3.3.2.2 Unobstructed low side reach | | |
| 8.3.3.2.3.1 Obstructed (≤ 255 mm) side reach | | |
| 8.3.3.2.3.2 Obstructed (≤ 610 mm) side reach | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 8.3.4 Visibility | | |
| 8.3.5 Installation instructions | | |
| 8.4 Mechanically Operable parts | | |
| 8.4.1 Numeric keys | | |
| 8.4.2.1 Means of Operation of mechanical parts | | |
| 8.4.2.2 Force of operation of mechanical parts | | |
| 8.4.3 Keys, tickets and fare cards | | |
| 8.5 Tactile indication of speech mode | | |

Chapter [9: Web](#) *(see WCAG 2.0 section below)*

Notes:

Chapter [10: Non-web Documents](#) - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------------------|--------------------------------------|--------------------------|
| 10.1 General | | |
| 10.2 Document success criteria | | |
| 10.2.1 through 10.2.38 | See WCAG 2.0 section | |
| 10.2.39 Caption positioning | | |
| 10.2.40 Audio description timing | | |

Chapter [11: Software](#) - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--------------------------|
| 11.2.1 Software success criteria (excluding closed functionality) | See WCAG 2.0 section | |
| 11.2.2 Software success criteria (closed functionality) | See WCAG 2.0 section | |
| 11.3 Interoperability with assistive technology | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 11.3.1 Closed functionality (informative) | | |
| 11.3.2 Accessibility services | | |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface | | |
| 11.3.2.2 Platform accessibility service support for assistive technologies | | |
| 11.3.2.3 Use of accessibility services | | |
| 11.3.2.4 Assistive technology | | |
| 11.3.2.5 Object information | | |
| 11.3.2.6 Row, column, and headers | | |
| 11.3.2.7 Values | | |
| 11.3.2.8 Label relationships | | |
| 11.3.2.9 Parent-child relationships | | |
| 11.3.2.10 Text | | |
| 11.3.2.11 List of available actions | | |
| 11.3.2.12 Execution of available actions | | |
| 11.3.2.13 Tracking of focus and selection attributes | | |
| 11.3.2.14 Modification of focus and selection attributes | | |
| 11.3.2.15 Change notification | | |
| 11.3.2.16 Modifications of states and properties | | |
| 11.3.2.17 Modifications of values and text | | |
| 11.4 Documented accessibility usage | | |
| 11.4.1 User control of accessibility features | | |
| 11.4.2 No disruption of accessibility features | | |
| 11.5 User preferences | | |
| 11.6 Authoring tools | | |
| 11.6.2 Accessible content creation | | |
| 11.6.3 Preservation of accessibility information in transformations | | |
| 11.6.4 Repair assistance | | |
| 11.6.5 Templates | | |

Chapter [12: Documentation and Support Services](#) - Click to show or hide table data

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 12.1 Product documentation | | |
| 12.1.1 Accessibility and compatibility features | | |
| 12.1.2 Accessible documentation | | |
| 12.2 Support Services | | |
| 12.2.2 Information on accessibility and compatibility features | | |
| 12.2.3 Effective communication | | |
| 12.2.4 Accessible documentation | | |

Chapter [13: ICT Providing Relay or Emergency Service Access](#) - Click to show or hide table data

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 13.1 Relay services requirements | | |
| 13.1.2 Text relay services | | |
| 13.1.3 Sign relay services | | |
| 13.1.4 Lip-reading relay services | | |
| 13.1.5 Captioned telephony services | | |
| 13.1.6 Speech to speech relay services | | |
| 13.2 Access to relay services | | |
| 13.3 Access to emergency services | | |

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Include your company legal disclaimer here, if needed