SonicWall, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: SonicWall ® NSa 6700 Network appliance series

Report Date: 11-APR-2022

Product Description: The SonicWall NSa series integrated next-generation firewall (NGFW) that delivers industry-leading security and performance for medium/large organizations and distributed enterprises

Contact Information: vpat@sonicwall.com

Notes: Information about product help is located at
https://www.sonicwall.com/support/technical-documentation/?language=English

Evaluation Methods Used: Manual inspection of Accessibility output

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)

Standard/Guideline	Included In Report
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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partial Supports	Software: The product does provide text alternatives for Input Controls ike buttons. Examples include: • Buttons like ACCEPT
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)	Software: Supports	Software: The product doesn't support any prerecorded audio-only and video-only content
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The product doesn't support any prerecorded audio content. Captions are not required
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)	Software: Supports	Software: No prerecorded audio content
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: Product components does indicate information, roles and hierarchy and relations visually, but lack corresponding information in most components textual names and values. Examples include: NAT policy table and hierarchy information For some settings can be configured programmatically VIA API
1.3.2 Meaningful Sequence (Level A)	Software: Supports	Software: UI provides content in a meaningful sequence

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Instructions are provided via technical documentation. Do not rely on sensory characteristics of components such as shape, size, visual location etc.
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)	Software: Supports	Software: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Product does not contain audio that plays automatically
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: Majority of the content is operable through keyboard interface.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Software: Supports	Software: The product does not include keyboard traps

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Product does not include time limits
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)	Software: Supports	Software: End user can control auto-updating and moving, blinking during reset is part of an activity
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)	Software: Supports	Software: Product UI doesn't flash more than three times in a second
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	Software: Supports	Software: These criteria not applicable to software
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: UI Page titles explain the purpose

Criteria	Conformance Level	Remarks and 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)	Software: Supports	Software: Focus Order preserves meaning and operability
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)	Software: Supports	Software: The purpose of each link can be determined from the link text
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)	Software: Supports	Software: UI Supports Japanese language
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: UI Supports form submissions, form dialogs popups
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: For most of the UI components, entering input does not automatically cause changes
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508	Software: Supports	Software: Invalid Entries and Errors are detected and displayed in POPUP dialogs

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Software: Partially Supports	Software: Labels are provided for most input fields
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: PAGE UI is developed using UUIF framework
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)	Software: Partially Supports	Software: Only some user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined;

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Software: Supports	Software: Product doesn't have any live audio content

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
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)	Software: Supports	Software: Doesn't have any prerecorded Audio/Video content
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: The visual representation of text has good contrast.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.
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)	Software: Supports	Software: Text is used to convey information except when images are customizable or essential.
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 apply to non-web docs	Software: N/A	Software: N/A
2.4.6 Headings and Labels (Level AA)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Headings and labels describe their topics and purposes
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: This product supports a well-defined onscreen indication of the current focus that moves among interactive interface elements as the input focus changes
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)	Software: Supports	Software: The product can support translation software
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Software: N/A	Software: N/A
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	Software: N/A	Software: N/A
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Software: Not Supported	Software: Suggestions are not provided

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

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)
	Software: Partially Supports	Software: Submissions are checked

Table 3: Success Criteria, Level AAA

Notes:

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

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

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Does Not Support	Software: Most functions of the product are not usable without vision.
302.2 With Limited Vision	Software: Partially Supports	Software: Most functions of the product are usable with limited vision by using Screen Magnifiers
302.3 Without Perception of Color	Software: Partially Supports	Color warning text is used
302.4 Without Hearing	Software: Supports	Software: The product is functional for users without hearing.
302.5 With Limited Hearing	Software: Supports	Software: The product is functional for users without hearing.
302.6 Without Speech	Software: Supports	Software: The product does not require the use of speech.
302.7 With Limited Manipulation	Software: Partially Supports	Software: Users who have limited manipulation cannot rely on a keyboard alone to interact with user interfaces.
302.8 With Limited Reach and Strength	Software: Supports	Software: The product is functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Software: Supports	Software: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features

Criteria	Conformance Level	Remarks and Explanations
		that allow them to adapt content and work with assistive technology or accessibility features of the platform. The product provides options to use icons, text, or a combination of both for controls including popups occasionally

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	Hardware: N/A	Hardware: N/A
402.2.2 Transactional Outputs	Hardware: N/A	Hardware: N/A
402.2.3 Speech Delivery Type and Coordination	Hardware: N/A	Hardware: N/A
402.2.4 User Control	Hardware: N/A	Hardware: N/A
402.2.5 Braille Instructions	Hardware: N/A	Hardware: N/A
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Hardware: N/A	Hardware: N/A
402.3.2 Non-private Listening	Hardware: N/A	Hardware: N/A
402.4 Characters on Display Screens	Hardware: N/A	Hardware: N/A
402.5 Characters on Variable Message Signs	Hardware: N/A	Hardware: N/A
[403 Biometrics](#)	Heading cell – no response required	Heading cell – no response required
403.1 General	Hardware: Not Supported	Hardware: Not Supported
[404 Preservation of Information Provided for Accessibility](#)	Heading cell – no response required	Heading cell – no response required
404.1 General	Hardware: Partially Supports	Communication does not remove non-proprietary information
[405 Privacy](#)	Heading cell – no response required	Heading cell – no response required
405.1 General	Hardware: N/A	Hardware: N/A

Criteria	Conformance Level	Remarks and Explanations
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Hardware: N/A	Hardware: N/A
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Hardware: N/A	Hardware: N/A
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Hardware: N/A	Hardware: N/A
407.3.2 Alphabetic Keys	Hardware: N/A	Hardware: N/A
407.3.3 Numeric Keys	Hardware: N/A	Hardware: N/A
407.4 Key Repeat	Hardware: N/A	Hardware: N/A
407.5 Timed Response	Hardware: N/A	Hardware: N/A
407.6 Operation	Hardware: N/A	Hardware: N/A
407.7 Tickets, Fare Cards, and Keycards	Hardware: N/A	Hardware: N/A
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Hardware: N/A	Hardware: N/A
407.8.1.1 Vertical Plane for Side Reach	Hardware: N/A	Hardware: N/A
407.8.1.2 Vertical Plane for Forward Reach	Hardware: N/A	Hardware: N/A
407.8.2 Side Reach	Hardware: N/A	Hardware: N/A
407.8.2.1 Unobstructed Side Reach	Hardware: N/A	Hardware: N/A
407.8.2.2 Obstructed Side Reach	Hardware: N/A	Hardware: N/A
407.8.3 Forward Reach	Hardware: N/A	Hardware: N/A
407.8.3.1 Unobstructed Forward Reach	Hardware: N/A	Hardware: N/A
407.8.3.2 Obstructed Forward Reach	Hardware: N/A	Hardware: N/A
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Hardware: N/A	Hardware: N/A
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Hardware: N/A	Hardware: N/A
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Hardware: N/A	Hardware: N/A
408.3 Flashing	Hardware: N/A	Hardware: N/A
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		

Criteria	Conformance Level	Remarks and Explanations
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Hardware: Not Support	Hardware: Not Support
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Hardware: Not Support	Hardware: Not Support
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	Hardware: Not Support	Hardware: Not Support
412.2.2 Volume Gain for Non-Wireline ICT	Hardware: Not Support	Hardware: Not Support
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Hardware: Not Support	Hardware: Not Support
412.3.2 Wireline Handsets	Hardware: Not Support	Hardware: Not Support
412.4 Digital Encoding of Speech	Hardware: Not Support	Hardware: Not Support
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Hardware: Not Support	Hardware: Not Support
412.7 Video Communication	Hardware: Not Support	Hardware: Not Support
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Hardware: Not Support	Hardware: Not Support
412.8.2 Voice and Hearing Carry Over	Hardware: Not Support	Hardware: Not Support
412.8.3 Signal Compatibility	Hardware: Not Support	Hardware: Not Support
412.8.4 Voice Mail and Other Messaging Systems	Hardware: Not Support	Hardware: Not Support
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Hardware: Not Support	Hardware: Not Support
413.1.2 Pass-Through of Closed Caption Data	Hardware: Not Support	Hardware: Not Support
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Hardware: Not Support	Hardware: Not Support
414.1.2 Other ICT	Hardware: Not Support	Hardware: Not Support
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Hardware: Not Support	Hardware: Not Support
415.1.2 Audio Description Controls	Hardware: Not Support	Hardware: Not Support

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	Most objects in the product do not expose name, role, or state information to assistive technology.
502.3.2 Modification of Object Information	Partially Supports	The product allows assistive technology to modify most states and properties of controls.
502.3.3 Row, Column, and Headers	Does Not Support	As noted in 13.1 Info and Relationships, the product.
502.3.4 Values	Partially Supports	Most of input controls are exposed to assistive technologies.
502.3.5 Modification of Values	Supports	Exposes text content to assistive technology
502.3.6 Label Relationships	Does Not Support	
502.3.7 Hierarchical Relationships	Does Not Support	Hierarchical relationships like parent-child data is not exposed to assistive technologies
502.3.8 Text	Supports	Product exposes text content to assistive technology
502.3.9 Modification of Text	Supports	Product allows text edits
502.3.10 List of Actions	Does Not Support	Most controls like buttons, check boxes etc do not expose programmatic role information to assistive technology

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Partially Supports	Product exposes majority of the actions to assistive technology
502.3.12 Focus Cursor	Supports	Allows assistive technology to move focus
502.3.13 Modification of Focus Cursor	Supports	Allows modify attributes
502.3.14 Event Notification		
502.4 Platform Accessibility Features	Partially Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.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 2.0 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

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		