

# SonicWall, Inc. Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** SonicWall TZ470/470W Network Appliance Series

**Report Date:** 12-10-2020

**Product Description:** The SonicWall TZ series integrated threat prevention and SD-WAN platform for small/medium 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                                |
|---|---|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>  | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a> | (Yes)   |



## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can 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  |
|---|----------------------------|---|
| Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.  |                            |   |
| <b><u>1.1.1 Non-text Content</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                     | Software: Partial Supports | Software: The product does provide text alternatives for Input Controls like buttons. Examples include: <ul style="list-style-type: none"> <li>• Buttons like ACCEPT</li> </ul> |
| <b>Guideline 1.2 Time-based Media: Provide alternatives for time-based media</b>  |                            |   |
| Criteria  | Conformance Level          | Remarks and Explanations  |
| <b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>              | Software: Supports         | Software: The product doesn't support any prerecorded audio-only and video-only content   |
| <b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Software: Supports         | Software: The product doesn't support any prerecorded audio content. Captions are not required  |
| <b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Software: Supports         | Software: No prerecorded audio content  |



| Criteria   | Conformance Level            | Remarks and Explanations  |
|--|------------------------------|---|
| Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.                         |                              |   |
| <b>Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.</b>   |                              |   |
| Criteria   | Conformance Level            | Remarks and Explanations  |
| <a href="#">1.3.1 Info and Relationships</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | 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:<br>NAT policy table and hierarchy information<br>For some settings can be configured programmatically VIA API |
| <a href="#">1.3.2 Meaningful Sequence</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>     | Software: Supports           | Software: UI provides content in a meaningful sequence  |
| <a href="#">1.3.3 Sensory Characteristics</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Supports           | Software: Instructions are provided via technical documentation. Do not rely on sensory characteristics of components such as shape, size, visual location etc.   |
| <b>Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.</b>  |                              |   |
| Criteria   | Conformance Level            | Remarks and Explanations  |
| <a href="#">1.4.1 Use of Color</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>  | 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   |



| Criteria  | Conformance Level            | Remarks and Explanations  |
|---|------------------------------|---|
| <b>Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.</b>   |                              |   |
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>  |                              |   |
| <b>1.4.2 Audio Control</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>     | Software: Supports           | Software: Product does not contain audio that plays automatically         |
| <b>Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.</b>   |                              |   |
| Criteria  | Conformance Level            | Remarks and Explanations  |
| <b>2.1.1 Keyboard</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>          | Software: Partially Supports | Software: Majority of the content is operable through keyboard interface. |
| <b>2.1.2 No Keyboard Trap</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Software: Supports           | Software: The product does not include keyboard traps                     |
| <b>Guideline 2.2 Enough Time: Provide users enough time to read and use content.</b>  |                              |   |
| Criteria  | Conformance Level            | Remarks and Explanations  |
| <b>2.2.1 Timing Adjustable</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Supports           | Software: Product does not include time limits                            |



| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <b>Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.</b>  |                    |  |
| <b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Software: Support  | Software: End user can control auto-updating and moving, blinking is part of an activity |
| <b>Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.</b>   |                    |  |
| Criteria   | Conformance Level  | Remarks and Explanations   |
| <b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Software: Supports | Software: Product UI doesn't flash more than three times in a second                     |
| <b>Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are</b>  |                    |  |
| Criteria   | Conformance Level  | Remarks and Explanations   |
| <b><u>2.4.1 Bypass Blocks</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Software: Supports | Software: These criteria not applicable to software                                      |
| <b><u>2.4.2 Page Titled</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Software: Supports | Software: UI Page titles explain the purpose   |
| <b><u>2.4.3 Focus Order</u></b> (Level A)<br>Also applies to:  | Software: Supports | Software: Focus Order preserves meaning and operability                                  |



| Criteria   | Conformance Level            | Remarks and Explanations   |
|--|------------------------------|--|
| <b>Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.</b>                    |                              |  |
| Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                              |  |
| <a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Supports           | Software: The <u>purpose of each link</u> can be determined from the link text               |
| <b>Guideline 3.1 Readable: Make text content readable and understandable.</b>  |                              |  |
| Criteria   | Conformance Level            | Remarks and Explanations   |
| <a href="#">3.1.1 Language of Page</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>          | Software: Supports           | Software: UI Supports Japanese language  |
| <b>Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.</b>   |                              |  |
| Criteria   | Conformance Level            | Remarks and Explanations   |
| <a href="#">3.2.2 On Input</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Software: Partially Supports | Software: For most of the UI components, entering input does not automatically cause changes |
| <b>Guideline 3.3 Input Assistance: Help users avoid and correct mistakes</b>   |                              |  |
| Criteria   | Conformance Level            | Remarks and Explanations   |
| <a href="#">3.3.1 Error Identification</a> (Level A)   | Software: Supports           | Software: Invalid Entries and Errors are detected and  |



| Criteria   | Conformance Level            | Remarks and Explanations   |
|--|------------------------------|--|
| <b>Guideline 1.1 Text Alternatives:</b> Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.        |                              |  |
| Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                              | displayed in POPUP dialogs   |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Partially Supports | Software: Labels are provided for most input fields  |
| <b>Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.</b>   |                              |  |
| Criteria   | Conformance Level            | Remarks and Explanations   |
| <b>4.1.1 Parsing</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | Software: Supports           | Software: PAGE UI is developed using UUIF framework  |
| <b>4.1.2 Name, Role, Value</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>      | Software: Partially Supports | Software: Only some <u>user interface components</u> (including but not limited to: form elements, links and components generated by scripts), the <u>name</u> and <u>role</u> can be <u>programmatically determined</u> ; |

**Table 2: Success Criteria, Level AA**

Notes:



| Criteria  | Conformance Level            | Remarks and Explanations  |
|---|------------------------------|---|
| <b><u>1.2.4 Captions (Live)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | Software: Supports           | Software: Product doesn't have any live audio content   |
| <b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Supports           | Software: Doesn't have any prerecorded Audio/Video content  |
| <b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>              | Software: Partially Supports | Software: The visual representation of text has good contrast.  |
| <b><u>1.4.4 Resize text</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                     | Software: Supports           | Software: Except for <u>captions</u> and <u>images of text</u> , <u>text</u> can be resized without <u>assistive technology</u> up to 200 percent without loss of content or functionality. |
| <b><u>1.4.5 Images of Text</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                  | Software: Supports           | Software: Text is used to convey information except when images are customizable or essential.  |
| <b><u>2.4.5 Multiple Ways</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508   | Software: N/A                | Software: N/A   |



| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>  |                    |   |
| <b>2.4.6 Headings and Labels</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Software: Supports | Software: Headings and labels describe their topics and purposes  |
| <b>2.4.7 Focus Visible</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Software: Supports | Software: This product supports a well-defined on-screen indication of the current focus that moves among interactive interface elements as the input focus changes |
| <b>3.1.2 Language of Parts</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Software: Supports | Software: The product can support translation software  |
| <b>3.2.3 Consistent Navigation</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>     | Software: N/A      | Software: N/A   |
| <b>3.2.4 Consistent Identification</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Software: N/A      | Software: N/A   |



| Criteria   | Conformance Level            | Remarks and Explanations               |
|--|------------------------------|--|
| <b>3.3.3 Error Suggestion</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                          | Software: Not Supported      | Software: Suggestions are not provided |
| <b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Software: Partially supports | Software: Submissions are checked      |

## Revised Section 508 Report

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.                                    |



| Criteria   | Conformance Level            | Remarks and Explanations  |
|--|------------------------------|---|
| 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 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 5: [Software](#)

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                     | See <a href="#">WCAG 2.0</a> section | See information in WCAG 2.0 section   |
| <a href="#">502 Interoperability with Assistive Technology</a> | 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.                                       |
| <b>502.3 Accessibility Services</b>                            | 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  |



| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
|  |                                      | 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 |
| 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                   |   |
| <b><u>503 Applications</u></b>                                       | Heading cell – no response required  | Heading cell – no response required   |
| 503.2 User Preferences   |                                      |   |
| 503.3 Alternative User Interfaces                                    |                                      |   |
| <b><u>503.4 User Controls for Captions and Audio Description</u></b> | Heading cell – no response required  | Heading cell – no response required   |
| 503.4.1 Caption Controls   |                                      |   |
| 503.4.2 Audio Description Controls                                   |                                      |   |
| <b><u>504 Authoring Tools</u></b>                                    | Heading cell – no response required  | Heading cell – no response required   |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not | See <a href="#">WCAG 2.0</a> section | See information in WCAG 2.0 section   |



| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| applicable”)  |                   |                          |
| 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            |
|--|--------------------------------------|-------------------------------------|
| <b>601.1 Scope</b>   | Heading cell – no response required  | Heading cell – no response required |
| <b><a href="#">602 Support Documentation</a></b>                 | Heading cell – no response required  | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features                   |                                      |                                     |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.0</a> section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation |                                      |                                     |
| <b><a href="#">603 Support Services</a></b>                      | Heading cell – no response required  | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features    |                                      |                                     |
| 603.3 Accommodation of Communication Needs                       |                                      |                                     |

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