


# Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.4Rev<sup>1</sup>

Name of product/version:	Cloud Billing
Report date:	24 March 2025
Product description:	Web application
Contact information:	gcp-accessibility@google.com
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit of a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to accessibility guidelines.</p> <p>The <a href="#">W3C Website Accessibility Conformance Evaluation Methodology</a> (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none"><li>• Desktop browsers: Chrome (JAWS), Firefox (NVDA), and Safari (VoiceOver)</li><li>• Assistive technologies: JAWS, NVDA, and VoiceOver</li><li>• Accessibility testing tools: ARC Toolkit and Colour Contrast Analyser</li></ul>
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none"><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> Level A and AA</li><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.1</a> Level A and AA</li></ul>

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<sup>1</sup> “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

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- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
  - [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 \(2019-11\)](#) and [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 \(2021-03\)](#)

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## 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 Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- 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.x 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
<p><b><a href="#">1.1.1 Non-text Content</a></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"><li>• 9.1.1.1 (Web)</li><li>• 10.1.1.1 (Non-web document)</li><li>• 11.1.1.1.1 (Open Functionality Software)</li><li>• 11.1.1.1.2 (Closed Functionality Software)</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> <p>Revised Section 508</p>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"><li>• Some informational image icons do not have a text alternative.</li><li>• Some decorative images are not hidden from assistive technologies.</li><li>• Some SVG images do not have a text alternative.</li><li>• Some informational images do not have a sufficiently descriptive text alternative.</li></ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio-only and Video-only (Prerecorded).
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Captions (Prerecorded).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio Description or Media Alternative (Prerecorded).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Some headings are not marked up as headings.</li> <li>• Some landmarks are incomplete or incorrect.</li> <li>• Some visually grouped controls are not grouped programmatically.</li> <li>• Some sortable data tables do not expose the sort state correctly to assistive technologies.</li> <li>• Some data tables are not defined as well formed tables with correct row and column headers.</li> <li>• List markup is incorrect.</li> </ul>



Criteria	Conformance level	Remarks and explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Partially supports	<p>Supports with the following exceptions, in the Billings Report Chart and Table, and Create Dataset function:</p> <ul style="list-style-type: none"> <li>• Color alone conveys information, without additional shapes, patterns, or images.</li> <li>• Color alone conveys information without text.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio Control.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> </ul>	Partially Supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>Interactive controls that can be used with a mouse are not navigable and operable with a keyboard.</li> </ul> <p>This problem was found in the following areas:</p> <ul style="list-style-type: none"> <li>Report charts</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		<ul style="list-style-type: none"> <li>• Tooltips in Add and Edit payment and backup payment method</li> <li>• A “select all” link in the Payment Documents table</li> </ul>
<p><a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Users are not able to move focus away from an element using the keyboard in the CUD table with a sticky column.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>Status messages disappear, and users can neither control the timeout, nor access past messages.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Pause, Stop, Hide.

Criteria	Conformance level	Remarks and explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <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>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>		
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>Dynamically-added content is not added to the focus order after the element that exposed the content (when focus is moved to the "ZIP code" field in the Edit Payment Method dialog, the country field appears before the ZIP field).</li> <li>Non-interactive elements receive keyboard focus.</li> <li>Illogical focus order.</li> <li>Focus is not moved to new content.</li> </ul> <p>These problems were found in the following components:</p> <ul style="list-style-type: none"> <li>Add and Edit payment and backup payment method.</li> <li>Summary bar</li> <li>Billing assistant</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Partially supports	Supports with the following exception:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• Link text and context do not indicate the purpose of the link.</li> </ul> <p>This problem occurs in the following components:</p> <ul style="list-style-type: none"> <li>• Filters - Locations</li> <li>• New Project - Organization Custom Select</li> </ul>
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>Elements' visible labels have an accessible name that does not contain the visible label.</li> </ul> <p>This problem occurs in the following components:</p> <ul style="list-style-type: none"> <li>Reports Action Bar</li> <li>Displayed columns modal</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.2.5.3.2 (Closed Software) – Informative only</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Motion Actuation.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>		
<u><b>3.2.2 On Input</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Supports	
<u><b>3.3.1 Error Identification</b></u> (Level A) Also applies to: EN 301 549 Criteria	Partially supports	Supports with the following exception:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• An automatically detected error is not identified and described to the user in text.</li> </ul>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Form controls that expect user input or selection do not have appropriate labels or instructions.</li> <li>• A form control uses placeholder text as a label.</li> <li>• There are no instructions for keyboard navigation for hybrid tree view and grid widgets.</li> </ul> <p>These problems occur in the following components:</p> <ul style="list-style-type: none"> <li>• Filters - Credits Tree-Based Checkboxes</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>		<ul style="list-style-type: none"> <li>Add a payment method Modal</li> <li>Add a Backup Payment Method modal</li> <li>Payment Documents Filter Bar</li> <li>CUD Table with Sticky Column</li> <li>Create dataset - Change Project</li> <li>Billing Assistant</li> </ul>
<p><b>4.1.1 Parsing</b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Partially supports	Supports with the following exception: <ul style="list-style-type: none"> <li>The parsed DOM of the page has errors that may prevent assistive technologies from correctly interpreting content.</li> </ul>



Criteria	Conformance level	Remarks and explanations
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions: In some product functions:</p> <ul style="list-style-type: none"> <li>• Checkboxes do not follow the established design pattern.</li> <li>• Combo boxes do not follow the established design pattern.</li> <li>• Date pickers do not follow the established design pattern.</li> <li>• Modal dialogs do not follow the established design pattern.</li> <li>• Iframes do not have titles that describe their purpose.</li> <li>• Links do not follow the established design pattern.</li> <li>• Menus do not follow the established design pattern.</li> <li>• Elements that have been placed in the keyboard focus order lack a 'role' attribute.</li> <li>• Radio buttons/groups do not follow the established design pattern.</li> <li>• Tooltips do not follow the established design pattern.</li> </ul>

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

Criteria	Conformance level	Remarks and explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Captions (Live).
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> </ul>	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to Audio Description (Prerecorded).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>		
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Input fields collecting information about the user do not programmatically expose their purpose.</li> </ul>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Regular scale text does not have at least a 4.5:1 color contrast ratio.</li> </ul> <p>This problem occurs in the following components:</p> <ul style="list-style-type: none"> <li>• Billing Menu Panel</li> <li>• Payment Method</li> <li>• Edit Payment Method</li> <li>• Add a payment method Modal</li> <li>• Add a Backup Payment Method modal</li> <li>• Payment Documents Filter Bar</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>		<ul style="list-style-type: none"> <li>Payment Documents - Table</li> <li>Billing Assistant</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>In the Summary bar, there is a loss of content or functionality when text is resized up to 200%.</li> <li>The Billing Assistant page includes “meta viewport” directives that try to prevent the page from being resized or zoomed in mobile and tablet browsers.</li> </ul>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• In some product functions, content is not present and functional when resized to a width of 320 CSS px / height of 256 CSS px.</li> </ul> <p>This problem occurs in the following components:</p> <ul style="list-style-type: none"> <li>• New Project - Billing Account Select &amp; Search</li> <li>• Payment Method</li> <li>• Payment Documents Header</li> <li>• Payment Documents Filter Bar</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>Payment Documents - Add a Filter</li> <li>Payment Documents - Save Custom Filter</li> <li>Payment Documents - Download Documents modal</li> <li>Cost Table Action Bar</li> <li>Summary Bar</li> <li>Create Dataset - Advanced Options</li> <li>Support Overview</li> </ul>
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially supports	Supports with the following exceptions: <ul style="list-style-type: none"> <li>A color contrast ratio of 3:1 is not provided for custom focus indicators.</li> <li>A color contrast ratio of 3:1 is not provided for graphical objects used in controls.</li> </ul> These problems occur in the following components: <ul style="list-style-type: none"> <li>Edit Payment Method</li> <li>Add a payment method Modal</li> <li>Add a Backup Payment Method modal</li> <li>Payment Documents Header</li> <li>Payment Documents Filter Bar</li> <li>Payment Documents - Document Type modal</li> <li>Payment Documents - Add a Filter</li> <li>Payment Documents - Save Custom Filter</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> <li>• Payment Documents - Table Pagination</li> <li>• Payment Documents - Download Documents modal</li> <li>• Billing Assistant</li> <li>• Community support</li> </ul>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Content displayed is not dismissible, hoverable and persistent.</li> </ul> <p>This problem occurs in the following components:</p> <ul style="list-style-type: none"> <li>• Reports - Line Chart</li> <li>• Billings Bar Chart</li> </ul>



Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>• Payment Method</li> <li>• Add a payment method Modal</li> <li>• Add a Backup Payment Method modal</li> <li>• Payment Documents Filter Bar</li> <li>• Payment Documents - Table</li> </ul>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	

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>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Labels provided for controls and elements are not sufficiently descriptive.</li> </ul> <p>This problem affects the following components:</p> <ul style="list-style-type: none"> <li>• Saved Views Select Control</li> <li>• Reporting Scorecard</li> <li>• Billing Chart Selectors</li> <li>• Reports - Line Chart</li> <li>• Billings Bar Chart</li> <li>• Scorecard</li> <li>• Filters Panel - Presets, Time Range</li> <li>• Filters Panel - Group By</li> <li>• Filters - Locations</li> <li>• Filters - Credits Tree-Based Checkboxes</li> <li>• Payment Documents - Table</li> <li>• Displayed columns modal</li> <li>• Cost Table with Sticky Column</li> <li>• Create dataset - Default table expiration</li> <li>• Create Dataset - Advanced Options</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> <li>Billing Assistant</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>Some focused components lack a visible focus indication.</li> </ul> <p>This problem affects the following components:</p> <ul style="list-style-type: none"> <li>Edit Payment Method</li> <li>Add a payment method Modal</li> <li>Add a Backup Payment Method modal</li> <li>Payment Documents Filter Bar</li> <li>Payment Documents - Document Type modal</li> <li>Payment Documents - Add a Filter</li> <li>Payment Documents - Table</li> <li>Payment Documents - Table Pagination</li> <li>Payment Documents - Download Documents modal</li> <li>Tabbed Panels</li> <li>Daily cost detail</li> <li>Billing Assistant</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<p>Software) – Does not apply</p> <ul style="list-style-type: none"> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>		
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	

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>		
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially supports	<p>Supports with the following exception:</p> <ul style="list-style-type: none"> <li>• Corrections or suggestions for some errors are not provided.</li> </ul>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p>	Supports	

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> </ul>	Partially supports	<p>Supports with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Some status messages are not conveyed to assistive technology users.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		



### **Table 3: Success Criteria, Level AAA**

Notes: Not evaluated

## Revised Section 508 Report

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

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 2.2.1 Timing Adjustable</li><li>• 2.4.4 Link Purpose (In Context)</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li></ul>
302.2 With Limited Vision	Partially supports	Supports with the exceptions listed in 302.1 Without Vision, and the additional exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.4.3 Contrast (Minimum)</li><li>• 1.4.4 Resize Text</li><li>• 2.4.7 Focus Visible</li></ul>
302.3 Without Perception of Color	Partially supports	Supports with the exceptions documented in the following WCAG section: 1.4.1 Use of Color
302.4 Without Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.5 With Limited Hearing	Supports	The product doesn't have audio content that would require user hearing.
302.6 Without Speech	Supports	The product doesn't have functionality that would require user speech.

Criteria	Conformance level	Remarks and explanations
302.7 With Limited Manipulation	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 3.3.2 Labels or Instructions</li> </ul>
302.8 With Limited Reach and Strength	Supports	The product is usable with limited reach and strength. The product does not include hardware relevant for this criterion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.2 Labels or Instructions</li> </ul>

## Chapter 4: Hardware

Notes: Not applicable. The product is not a hardware product.

## Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See the WCAG 2.x Report section	See the WCAG 2.x Report section
<b><u>502 Interoperability with Assistive Technology</u></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.2.2 No Disruption of Accessibility Features	Not applicable	The criterion is not relevant to the product. The product is a web application.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.2 Modification of Object Information	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.3 Row, Column, and Headers	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.4 Values	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.5 Modification of Values	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.6 Label Relationships	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.7 Hierarchical Relationships	Not applicable	The criterion is not relevant to the product. The product is a web application.

Criteria	Conformance level	Remarks and explanations
502.3.8 Text	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.9 Modification of Text	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.10 List of Actions	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.11 Actions on Objects	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.12 Focus Cursor	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.13 Modification of Focus Cursor	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.3.14 Event Notification	Not applicable	The criterion is not relevant to the product. The product is a web application.
502.4 Platform Accessibility Features	Not applicable	The criterion is not relevant to the product. The product is a web application.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not applicable	The criterion is not relevant to the product. The product is a web application.
503.3 Alternative User Interfaces	Not applicable	The criterion is not relevant to the product. The product is a web application.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	The criterion is not relevant to the product. The product is a web application.

Criteria	Conformance level	Remarks and explanations
503.4.2 Audio Description Controls	Not applicable	The criterion is not relevant to the product. The product is a web application.
<a href="#"><u>504 Authoring Tools</u></a>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Partially supports	<p>When exporting an invoice, most content of the exported PDF conforms to WCAG 2.0 Level A and Level AA success criteria. Exceptions include:</p> <ul style="list-style-type: none"> <li>• Page numbers are untagged.</li> <li>• List tagging is incorrect.</li> <li>• The document title is not sufficiently descriptive and is not contained in the PDF metadata.</li> </ul>
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The criterion is not relevant to the product. The product does not convert content from one format to another.
504.2.2 PDF Export	Not applicable	The criterion is not relevant to the product. The PDF export function does not create files in PDF version 1.7 format.
504.3 Prompts	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 504.3 Prompts.
504.4 Templates	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 504.4 Templates.

## Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
<b><u>602 Support Documentation</u></b>		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	Supports	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
<b><u>603 Support Services</u></b>		
603.2 Information on Accessibility and Compatibility Features	Not applicable	
603.3 Accommodation of Communication Needs	Supports	



## EN 301 549 Report

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 2.2.1 Timing Adjustable</li><li>• 2.4.4 Link Purpose (In Context)</li><li>• 2.5.3 Label in Name</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li><li>• 4.1.3 Status Messages</li></ul>
4.2.2 Usage with limited vision	Partially supports	Supports with the exceptions listed in 4.2.1 Usage Without Vision, and the additional exceptions documented in the following WCAG sections: <ul style="list-style-type: none"><li>• 1.4.3 Contrast (Minimum)</li><li>• 1.4.4 Resize Text</li><li>• 1.4.10 Reflow</li><li>• 1.4.11 Non-text Contrast</li><li>• 2.4.7 Focus Visible</li></ul>
4.2.3 Usage without perception of colour	Partially supports	Supports with the exceptions documented in the following WCAG section: 1.4.1 Use of Color
4.2.4 Usage without hearing	Supports	The product doesn't have audio content that would require user hearing.
4.2.5 Usage with limited hearing	Supports	The product doesn't have audio content that would require user hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage without vocal capability	Supports	The product doesn't have functionality that would require user speech.
4.2.7 Usage with limited manipulation or strength	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 1.4.13 Content on Hover or Focus</li> <li>• 2.1.1 Keyboard</li> <li>• 3.3.2 Labels or Instructions</li> </ul>
4.2.8 Usage with limited reach	Supports	The product is usable with limited reach. The product does not include hardware relevant for this criterion.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not have flashing content.
4.2.10 Usage with limited cognition	Partially supports	Supports with the exceptions documented in the following WCAG sections: <ul style="list-style-type: none"> <li>• 1.3.5 Identify Input Purpose</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.2 Labels or Instructions</li> </ul>
4.2.11 Privacy	Supports	The product maintains equivalent privacy for users of accessibility features.

## Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Not applicable	The product does not contain functionality limited by characteristics that prevent a

Criteria	Conformance Level	Remarks and Explanations
		user from attaching, installing, or using assistive technology.
5.1.3.5 Speech output automatic interruption	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.6 Speech output for non-text content	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.7 Speech output for video information	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.8 Masked entry	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.10 Non-interfering audio output	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.11 Private listening	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.13 Volume reset	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.14 Spoken languages	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.15 Non-visual error identification	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.4 Functionality closed to text enlargement	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.1.5 Visual output for auditory information.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.6.1 Closed functionality	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.1.6.2 Input focus	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.2 Activation of accessibility features.
5.3 Biometrics	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.
5.6.2 Visual status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.
5.7 Key repeat	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.7 Key repeat.
5.8 Double-strike key acceptance	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.8 Double-strike key acceptance.
5.9 Simultaneous user actions	Supports	The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

## **Chapter 6: ICT with Two-Way Voice Communication**

Notes: Not applicable. The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.



## **Chapter 7: ICT with Video Capabilities**

Notes: Not applicable. The product does not display, transmit, convert, or record video.

## Chapter 8: Hardware

Notes: Not applicable. The product is not a hardware product.

## Chapter 9: Web

See the WCAG 2.x Report section.

## Chapter 10: Non-Web Documents

Notes: See 11.8.2 Accessible content creation.

## Chapter 11: Software

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

[If the web application has authoring tool functionality, delete the note. If the web application does not have authoring tool functionality, delete the table.]

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Informative – no response required	Informative – no response required
11.1.1.1 through 11.4.1.3	Not applicable	These criteria are not relevant to the product. The product is a web application.
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Not applicable	The criterion is not relevant to the product. The product is a web application.
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.2 Platform accessibility service support for assistive technologies	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.3 Use of accessibility services	Not applicable	The criterion is not relevant to the product. The product is a web application.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.5 Object information	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.6 Row, column, and headers	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.7 Values	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.8 Label relationships	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.9 Parent-child relationships	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.10 Text	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.11 List of available actions	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.12 Execution of available actions	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.13 Tracking of focus and selection attributes	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.14 Modification of focus and selection attributes	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.15 Change notification	Not applicable	The criterion is not relevant to the product. The product is a web application.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.16 Modifications of states and properties	Not applicable	The criterion is not relevant to the product. The product is a web application.
11.5.2.17 Modifications of values and text	Not applicable	The criterion is not relevant to the product. The product is a web application.
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to User control of accessibility features.
11.6.2 No disruption of accessibility features	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to No disruption of accessibility features.
11.7 User preferences	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to User preferences.
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	See 11.8.2 through 11.8.5	The product can create PDF content. This output format supports accessibility information.
11.8.2 Accessible content creation	Partially supports	When exporting an invoice, most content of the exported PDF conforms to WCAG 2.1 Level A and Level AA success criteria. Exceptions include: <ul style="list-style-type: none"> <li>• Page numbers are untagged.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• List tagging is incorrect.</li> <li>• The document title is not sufficiently descriptive and is not contained in the PDF metadata.</li> <li>• Content does not respond to the reflow setting in a PDF viewer.</li> </ul>
11.8.3 Preservation of accessibility information in transformations	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 11.8.3 Preservation of accessibility information in transformations.
11.8.4 Repair assistance	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 11.8.4 Repair assistance.
11.8.5 Templates	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 11.8.5 Templates.



## Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	Not applicable	
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	Not applicable	

## **Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: Not applicable. The product does not provide relay or emergency service access.

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