

Ublish Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.4 (Revised) – Jan 2021

Name of Product/Version: MyBusinessCourse.com

Product Description: Student-Facing eBook, LMS, Student Dashboard

Report Date: 01-28-2021

Contact Information: accessibility@ublish.com

Notes: NA

Evaluation Methods Used:

Assistive technology products used as part of testing included various plug-ins, including: Axe Accessibility, HTML code sniffer, WCAG Audit Developer; Microsoft Windows accessibility features, and keyboard-only control. NVDA Testing was performed with this assistive technology on Chrome and Firefox on Windows 10.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)

	Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
VPAT 2.3	

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:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	Alternative text is supplied as part of the Ublish platform products where appropriate and not deemed as decorative. Availability of alternative text for content images can vary by title and/or publisher. Contact us for more information.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	The Ublish platform products support synchronized display of transcription text. Availability of Closed Captioning and Transcripts for videos vary by title and/or publisher. Contact us for more information.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	The Ublish platform products support synchronized display of captioned text. Availability of Closed Captioning for audio and videos vary by title and/or publisher. Contact us for more information.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Does Not Support	
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Product utilizes semantic markup, separation of structure and presentation.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	The DOM ordering accurately reflects the visual order and presentation of the information

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Proper textual identification exists in addition to sensory information.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Color contrast is sufficient and is not used as the sole means of communicating information within the application.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	labels and tab order are present and consistent. Flash and Silverlight are not used in this product
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	No keyboard trap present. Focus can be set and moved away from components appropriately.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	Supports with essential exceptions timed responses and their duration are at the discretion of the instructor designing the course content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	Moving, blinking and scrolling content is not present in the product.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	Flashing content is not present in product
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Main Navigation Skip Link is enabled
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Page titles match the topic or purpose.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Logical tab ordering exists, the DOM order matches the visual order.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	The link text provided describes the purpose of the actions.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p>	Supports	Language is defined as English throughout.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Focus does not initiate changes in context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Submit buttons exist and do support initiation of change in context.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Errors are identified and described to the user in plain text via client and server-side validation.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Input fields are described sufficiently by labels and groups. Labels are position appropriately. Text instructions before form exist.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Correct usage of start and end tags with no duplicate ID results in well-formed pages.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with exceptions	The web application provides the correct name, role, state, and other important accessibility information for most controls, with a few exceptions.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	Currently, the scope of this product does not allow for live audio or video.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Does Not Support	The Ublish platform products do not currently support SMIL file format. As this standard is not well supported and appears to be
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	The Ublish platform products visual presentation of text meet the minimum color contrast ration of 4.5:1. Contrast ratio of text and images of text supplied by publishers can vary by title and/or publisher. Contact us for more information.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	The Ublish platform e-reader product supports an auto-zoom feature and a 200 percent zoom.
1.4.5 Images of Text (Level AA)	Support	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The Ublish platform products support multiple methods of navigation and search.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Headings are appropriately descriptive.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Focus indication is utilizing browser defaults or appropriately styled focus indication via CSS.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Language is defined utilizing the HTML language attribute and localizations are not currently supported in this product.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Navigation remains consistent.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	Functional components of the system are consistently named.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Required fields will give an indication, both text and visual of what missing information when they are left empty.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Required personal and financial data has error validation and the capability to review entries before saving.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	This application was not tested for AAA compliance.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	

Criteria	Conformance Level	Remarks and Explanations
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.3 Unusual Words</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.1.4 Abbreviations</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.1.5 Reading Level</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.2.5 Change on Request</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.3.5 Help</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not tested	

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Screen reader users will be able to successfully use most of the application.
302.2 With Limited Vision	Partially Supports	Low vision users will be able to successfully use most of the application.
302.3 Without Perception of Color	Supported	The application can be used by users that cannot see a color difference.
302.4 Without Hearing	Partially Supports	Without Hearing users will be able to successfully use most of the application.
302.5 With Limited Hearing	Partially Supports	Limited Hearing users will be able to successfully use most of the application.
302.6 Without Speech	Supported	
302.7 With Limited Manipulation	Supported	
302.8 With Limited Reach and Strength	Supported	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Limited Language, Cognitive, and Learning Abilities users will have some difficulty to successfully use most of the application.

Chapter 4: [Hardware](#)

Notes: **As this is a web-based application, this section is not applicable to this product. It contains no hardware.**

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not applicable	
407.3 Input Controls	Heading cell – Not applicable no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<i>407.8 Reach Height and Depth</i>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
<i>408 Display Screens</i>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
<i>409 Status Indicators</i>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not applicable	
<i>410 Color Coding</i>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	
<i>411 Audible Signals</i>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not applicable	
<i>412 ICT with Two-Way Voice Communication</i>	Heading cell – no response required	Heading cell – no response required
<i>412.2 Volume Gain</i>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
<i>412.3 Interference Reduction and Magnetic Coupling</i>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future

Criteria	Conformance Level	Remarks and Explanations
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not applicable	
412.8.2 Voice and Hearing Carry Over	Not applicable	
412.8.3 Signal Compatibility	Not applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Chapter 5: [Software](#)

Notes: Ublish is not a software product

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Not applicable	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	S Not applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	The Ublish platform products supports data tables using properly formatted

Criteria	Conformance Level	Remarks and Explanations
		headers, rows, and column. Ublish does not validate publisher or user created content and it may vary by title and/or publisher. Contact us for more information.
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Supports	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not applicable	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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