

# Cisco Accessibility Conformance Report

## VPAT® Version 2.4

**Name of Product/Version:** Cisco Desk Phone 9871

**Product Description:** The Cisco Desk Phone 9871 is designed to facilitate a convenient and flexible collaboration experience during calls and meetings for diverse roles, work modes, and workplaces.

**Date:** June 6, 2024

**Contact Information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

**Evaluation Method Used:** Manual Testing

### Summary Table - Voluntary Product Accessibility Template

| Standard/Guideline  | Included In Report | Remarks and Explanations   |
|---|--------------------|--|
| Section 508 Chapter 3: Functional Performance Criteria    | Included           |  |
| Section 508 Chapter 4: Hardware                           | Included           |  |
| Section 508 Chapter 5: Software                           | Not Applicable     | This is a hardware product.  |
| W3C WCAG 2.1 Level A and AA for Software application      | Not Applicable     | This is a hardware product.  |
| W3C WCAG 2.1 Level A and AA for Web application           | Not Applicable     | This is a hardware product.  |
| Section 508 Chapter 6: Support Documentation and Services | Included           |  |
| W3C WCAG 2.1 Level A and AA for Documentation             | Included           | Where applicable, the WCAG 2.1 table should cover all requirements of WCAG 2.0 that are incorporated by Section 508. |

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## Section 508 Chapter 3: Functional Performance Criteria – Detail

| Criteria | Description   | Status             | Remarks and Explanations   |
|----------|---|--------------------|--|
| 302.1    | Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.   | Does Not Support   | This device does not have built-in speech functionality.   |
| 302.2    | With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.                                 | Does Not Support   | This device does not have built-in speech functionality.   |
| 302.3    | Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.                    | Supports           | This device does not require user perception of color to operate.  |
| 302.4    | Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.   | Supports           | This device does not require user hearing to operate.  |
| 302.5    | With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.                             | Supports           | This device does not require user hearing to operate.  |
| 302.6    | Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.  | Supports           | This device does not require user speech for input, control, or operation.   |
| 302.7    | With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Supports           | This device is operable by users with limited manipulation.  |
| 302.8    | With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.             | Supports           | This device is operable with limited reach and strength.   |
| 302.9    | With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.       | Partially Supports | Support for users with limited language, cognitive, and learning abilities is varied and depends on the user's experience. |

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## Section 508 Chapter 4: Hardware – Detail

| Criteria | Description   | Status             | Remarks and Explanations   |
|----------|---|--------------------|--|
| 402      | Closed Functionality  | Partially Supports | See the sub-clauses below.   |
| 402.1    | General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.   | Partially Supports | See the sub-clauses below.   |
| 402.2    | Speech-Output Enabled. ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.  | Does Not Support   | This device does not have a built-in speech functionality.   |
| 402.2.1  | Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.   | Does Not Support   | This device does not have built-in speech engine to announce all the information displayed on-screen.  |
| 402.2.2  | Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.   | Not Applicable     | This requirement is only applicable for an ICT which provides transactional data. An example of transaction data is cash withdrawal from an ATM. |
| 402.2.3  | Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen. | Partially Supports | This device has way to deliver the audio, however it does not have speech engine to describe all the information displayed on the screen.        |
| 402.2.4  | User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.   | Does Not Support   | This device does not have built-in speech engine. Hence no user control is available.  |
| 402.2.5  | Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1  | Not Applicable     | This device does not have speech engine.   |

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| 402.3   | Volume. ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3.<br><br>EXCEPTION: ICT conforming to 412.2 shall not be required to conform to 402.3.   | Supports           | This device conforms to 412.2 clauses.   |
| 402.3.1 | Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.  | Not Applicable     | This requirement is not applicable because this device supports the 412.2 clauses.   |
| 402.3.2 | Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65dB. A function shall be provided to automatically reset the volume to the default level after every use.  | Not Applicable     | This requirement is not applicable because this device supports the 412.2 clauses.   |
| 402.4   | Characters on Display Screens. At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background. | Partially Supports | This device support sans serif font and color contrast requirements but the uppercase letter "I" does not meet the minimum height of 3/16 inch (4.8 mm).   |
| 402.5   | Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).   | Not Applicable     | This requirement is not applicable for this device.<br><br>Note: VARIABLE MESSAGE SIGNS (VMS) are the electronic signs that change information as they show such as gate information in train stations and airports. |
| 403     | Biometrics  | Not Applicable     | See the sub-clauses below.   |
| 403.1   | General. Where provided, biometrics shall not be the only means for user identification or control.   | Not Applicable     | This device does not use biometrics.   |

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| 404     | Preservation of Information Provided for Accessibility  | Supports       | See the sub-clauses below.   |
| 404.1   | General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.   | Supports       | This device does not remove non-proprietary information.                               |
| 405     | Privacy   | Supports       | See the sub-clauses below.   |
| 405.1   | General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.  | Supports       | The privacy level is same for all users.   |
| 406     | Standard Connections  | Supports       | See the sub-clauses below.   |
| 406.1   | General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.   | Supports       | This device provides industry requirements for non-proprietary format connections.     |
| 407     | Operable Parts  | Supports       | See the sub-clauses below.   |
| 407.1   | General. Where provided, operable parts used in the normal operation of ICT shall conform to 407.   | Supports       | See the sub-clauses below.   |
| 407.2   | Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background. | Supports       | The symbols on the keys and controls have enough contrast.                             |
| 407.3.1 | Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.  | Supports       | The input controls are operable by touch and tactilely discernible without activation. |
| 407.3.2 | Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.   | Not Applicable | This device does not have a QWERTY keyboard.   |
| 407.3.3 | Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout.   | Supports       | The numeric keys in this device are arranged in a 12-key ascending keypad              |

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|           | The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161  |                | layout, number five key is tactilely discernible and ICT provides an alphabetic overlay on numeric keys. |
| 407.4     | Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.   | Not Applicable | This device does not have keyboard.  |
| 407.5     | Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.   | Not Applicable | This device does not require timed response.   |
| 407.6     | Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.  | Supports       | The controls are operable with one hand and does not require the force greater than 5 pounds.            |
| 407.7     | Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.  | Not Applicable | This device does not use tickets, fare cards or keycards.  |
| 407.8     | Reach Height and Depth. At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type. | Supports       | This device can be setup to meet this requirement.   |
| 407.8.1   | Vertical Reference Plane. Operable parts shall be positioned for a side reach, or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.   | Supports       | This device can be setup to meet this requirement.   |
| 407.8.1.1 | Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.   | Supports       | This device can be setup to meet this requirement.   |

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| 407.8.1.2 | Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.  | Supports | This device can be setup to meet this requirement. |
| 407.8.2   | Side Reach. Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum. | Supports | This device can be setup to meet this requirement. |
| 407.8.2.1 | Unobstructed Side Reach. Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.   | Supports | This device can be setup to meet this requirement. |
| 407.8.2.2 | Obstructed Side Reach. Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.                             | Supports | This device can be setup to meet this requirement. |
| 407.8.3   | Forward Reach. Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.  | Supports | This device can be setup to meet this requirement. |
| 407.8.3.1 | Unobstructed Forward Reach. Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.  | Supports | This device can be setup to meet this requirement. |
| 407.8.3.2 | Obstructed Forward Reach. Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable   | Supports | This device can be setup to meet this requirement. |

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|             | part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).  |          |   |
| 407.8.3.2.1 | Operable Part Height for ICT with Obstructed Forward Reach. The height of the operable part shall conform to<br><ul style="list-style-type: none"> <li>- For operable part height of 48 inches (1220 mm) maximum, reach depth is Less than 20 inches (510 mm)</li> <li>- For operable part height of 44 inches (1120 mm) maximum, reach depth is 20 inches (510 mm) to 25 inches (635 mm)</li> </ul> | Supports | This device can be setup to meet this requirement.  |
| 407.8.3.2.2 | Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.  | Supports | This device can be setup to meet this requirement.  |
| 408         | Display Screens  | Supports | See the sub-clauses below.  |
| 408.1       | General. Where provided, display screens shall conform to 408.   | Supports | See the sub-clause below.   |
| 408.2       | Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.   | Supports | The display screen is visible from a point located 40 inches above the floor space depending on the installation. |
| 408.3       | Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.   | Supports | There are no more than three flashes in any one-second period.  |
| 409         | Status Indicators  | Supports | See the sub-clauses below.  |
| 409.1       | General. Where provided, status indicators shall be discernible visually and by touch or sound.  | Supports | The status indicators are discernible visually and by touch or sound.   |
| 410         | Color Coding   | Supports | See the sub-clauses below.  |
| 410.1       | General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  | Supports | This device does not use color as the only means for conveying information.                                       |

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| 411     | Audible Signals   | Supports            | See the sub-clauses below.  |
| 411.1   | General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.   | Supports            | The device does not use audio signal as the only way to convey information. |
| 412     | ICT with Two-Way text Communication   | Partially Supports  | See the sub-clauses below.  |
| 412.1   | General. ICT that provides two-way voice communication shall conform to 412.  | Partially Supports  | See the sub-clauses below.  |
| 412.2   | Volume Gain. ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.   | Supports            | See the sub-clause below.   |
| 412.2.1 | Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.   | Supports            | This device provides volume gain conforming to 47 CFR 68.317.               |
| 412.2.2 | Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.  | Not Applicable      | This device is a wireline phone.  |
| 412.3   | Interference Reduction and Magnetic Coupling. Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2. | Supports            | See the sub-clause below.   |
| 412.3.1 | Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011  | Not Applicable      | This device has a wireline handset.   |
| 412.3.2 | Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B   | Supports            | This device fully conforms to TIA-1083-B.                                   |
| 412.4   | Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716  | Supports            | This device supports different audio requirements.                          |
| 412.5   | Real-Time Text Functionality  | Reserved for future | Reserved for future   |
| 412.6   | Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.   | Partially Supports  | This device displays the caller ID, but the caller ID is not announced.     |

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| 412.7   | Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.   | Not Applicable | This device does not provide real-time video functionality.                   |
| 412.8   | Legacy TTY Support. ICT equipment or systems with two-way voice communication that do not themselves provide TTY functionality shall conform to 412.8.  | Supports       | See the sub-clauses below.  |
| 412.8.1 | TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.  | Supports       | This device provides a standard non-acoustic connection point for TTYs.       |
| 412.8.2 | Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.  | Supports       | This device supports the voice and hearing carry over during TTY use.         |
| 412.8.3 | Signal Compatibility. ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).  | Supports       | This device supports all TTY signal protocols.                                |
| 412.8.4 | Voice Mail and Other Messaging Systems. Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.   | Supports       | The Voicemail and other messaging systems can be used with a TTY.             |
| 413     | Closed Caption Processing Technologies  | Not Applicable | See the sub-clauses below.  |
| 413.1.1 | Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.   | Not Applicable | This device is not used as a synchronized media (multimedia content) display. |
| 413.1.2 | Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.   | Not Applicable | This device is not used as a synchronized media (multimedia content) display. |
| 414     | Audio Description Processing Technologies   | Not Applicable | See the sub-clauses below.  |
| 414.1   | General. Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.   | Not Applicable | See the sub-clauses below.  |
| 414.1.1 | Digital Television Tuners. Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide | Not Applicable | This device is not digital television tuner.                                  |

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|         |  |                |   |
|---------|--|----------------|---|
|         | processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard. |                |   |
| 414.1.2 | Other ICT. ICT other than digital television tuners shall provide audio description processing.  | Not Applicable | This device is not used as a synchronized media (multimedia content) display. |
| 415     | User Controls for Captions and Audio Descriptions  | Not Applicable | See the sub-clauses below.  |
| 415.1   | General. Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1.   | Not Applicable | See the sub-clauses below.  |
| 415.1.1 | Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.   | Not Applicable | This device is not used as a synchronized media (multimedia content) display. |
| 415.1.2 | Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.   | Not Applicable | This device is not used as a synchronized media (multimedia content) display. |

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| Criteria | Description  | Status             | Remarks and Explanations  |
|----------|--|--------------------|---|
| 602.2    | Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. | Does Not Support   | Documentation does not provide accessibility section as part of product documentation.  |
| 602.3    | Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.   | Partially Supports | The WCAG 2.1 table should cover all requirements of WCAG 2.0. See “WCAG 2.1 Level A and AA” table for more information.   |
| 602.4    | Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.  | Supports           |   |
| 603.2    | Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.   | Supports           | Contact Cisco accessibility team via email, <a href="mailto:accessibility@cisco.com">accessibility@cisco.com</a> for more information.  |
| 603.3    | Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.   | Supports           | Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |

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## W3C WCAG 2.1 Level A and AA for Documentation – Detail

| Criteria    | Description  | Status             | Remarks and Explanations  |
|-------------|--|--------------------|---|
| 1.1.1 (A)   | Non-text Content                                     | Partially Supports | Some images do not have text alternatives.  |
| 1.2.1 (A)   | Audio-only and Video-only (Prerecorded)              | Not Applicable     | There is no audio-only and video-only content.  |
| 1.2.2 (A)   | Captions (Prerecorded)                               | Supports           |   |
| 1.2.3 (A)   | Audio Description or Media Alternative (Prerecorded) | Does Not Support   | The prerecorded video does not have audio description or media alternative.   |
| 1.2.4 (AA)  | Captions (Live)                                      | Not Applicable     | There is no live audio or video content.  |
| 1.2.5 (AA)  | Audio Description (Prerecorded)                      | Does Not Support   | The prerecorded video does not have audio description.  |
| 1.3.1 (A)   | Info and Relationships                               | Partially Supports | Some form elements and data tables do not fully support the screen reader software. Some pages do not have hierarchical headings. |
| 1.3.2 (A)   | Meaningful Sequence                                  | Supports           |   |
| 1.3.3 (A)   | Sensory Characteristics                              | Supports           |   |
| 1.3.4 (AA)  | Orientation  | Supports           |   |
| 1.3.5 (AA)  | Identify Input Purpose                               | Supports           |   |
| 1.4.1 (A)   | Use of Color   | Supports           |   |
| 1.4.2 (A)   | Audio Control  | Supports           |   |
| 1.4.3 (AA)  | Contrast (Minimum)                                   | Partially Supports | Some texts do not fully meet the minimum color contrast ratio requirement.  |
| 1.4.4 (AA)  | Resize Text  | Supports           |   |
| 1.4.5 (AA)  | Images of Text                                       | Supports           |   |
| 1.4.10 (AA) | Reflow   | Partially Supports | Some contents and functions are not available when the application is reflowed.   |
| 1.4.11 (AA) | Non-text Contrast                                    | Partially Supports | Some non-text elements do not meet the required minimum contrast ratio  |
| 1.4.12 (AA) | Text Spacing   | Supports           |   |
| 1.4.13 (AA) | Content on Hover or Focus                            | Partially Supports | Some elements in the page obscure other   |

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|            |                                  |                    |   |
|------------|----------------------------------|--------------------|---|
|            |                                  |                    | content and cannot be dismissed.                                  |
| 2.1.1 (A)  | Keyboard                         | Partially Supports | Some elements do not fully support the keyboard navigation.       |
| 2.1.2 (A)  | No Keyboard Trap                 | Partially Supports | The keyboard focus gets trapped in some content.                  |
| 2.1.4 (A)  | Character Key Shortcuts          | Supports           |   |
| 2.2.1 (A)  | Timing Adjustable                | Supports           |   |
| 2.2.2 (A)  | Pause, Stop, Hide                | Supports           |   |
| 2.3.1 (A)  | Three Flashes or Below Threshold | Supports           |   |
| 2.4.1 (A)  | Bypass Blocks                    | Partially Supports | The skip to content link does not work in some pages.             |
| 2.4.2 (A)  | Page Titled                      | Supports           |   |
| 2.4.3 (A)  | Focus Order                      | Partially Supports | The focus order is not logical on web pages.                      |
| 2.4.4 (A)  | Link Purpose (In Context)        | Supports           |   |
| 2.4.5 (AA) | Multiple Ways                    | Supports           |   |
| 2.4.6 (AA) | Headings and Labels              | Supports           |   |
| 2.4.7 (AA) | Focus Visible                    | Partially Supports | Some elements do not have clear visible keyboard focus.           |
| 2.5.1 (A)  | Pointer Gestures                 | Supports           |   |
| 2.5.2 (A)  | Pointer Cancellation             | Supports           |   |
| 2.5.3 (A)  | Label in Name                    | Supports           |   |
| 2.5.4 (A)  | Motion Actuation                 | Supports           |   |
| 3.1.1 (A)  | Language of Page                 | Supports           |   |
| 3.1.2 (AA) | Language of Parts                | Supports           |   |
| 3.2.1 (A)  | On Focus                         | Supports           |   |
| 3.2.2 (A)  | On Input                         | Supports           |   |
| 3.2.3 (AA) | Consistent Navigation            | Supports           |   |
| 3.2.4 (AA) | Consistent Identification        | Supports           |   |
| 3.3.1 (A)  | Error Identification             | Partially Supports | Some error messages are not identified by Screen Reader Software. |
| 3.3.2 (A)  | Labels or Instructions           | Supports           |   |

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|            |   |                    |  |
|------------|---|--------------------|--|
| 3.3.3 (AA) | Error Suggestion                          | Supports           |  |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Supports           |  |
| 4.1.1 (A)  | Parsing                                   | Partially Supports | The ID attribute is not unique in a page.  |
| 4.1.2 (A)  | Name, Role, Value                         | Partially Supports | The name, role and state of some elements are not correctly announced by Screen Reader Software. |
| 4.1.3 (AA) | Status Messages                           | Partially Supports | Some status messages are not announced by Screen Reader Software.                                |

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## Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

| Supporting Features or Status | Description   |
|-------------------------------|---|
| Supports                      | Use this language when you determine the product fully meets the intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.   |
| Partially Supports            | Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. Please document the exception in the "Remarks and Explanations" column.  |
| Does Not Support              | Use this language when you determine the product does not meet the intent of the criteria. Please document the reason in the "Remarks and Explanations" column.   |
| Not Applicable                | Use this language when you determine that the criteria do not apply to the specific product. For example, many web applications do not have video content the "Not Applicable" can be used. Please state, "The application does not have any video content" in the "Remarks and Explanations" column. |
| Not Evaluated                 | Use this language when the product has not been evaluated.  |

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