

VoiceThread Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version: VoiceThread

Product Description: Asynchronous conversations around digital media using voice, video, and/or text.

Date: July 2018

Contact information: support@voicethread.com

Evaluation Methods Used: General product knowledge

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	Yes
---	-----

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** 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.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.1 (Web) · 10.2.1 (non-web document) · 11.2.1.1 (Software) · 11.2.2.1 (Closed Functionality Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.2 (Web) · 10.2.2 (non-web document) · 11.2.1.2 (Software) · 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.3 (Web) · 10.2.3 (non-web document) · 11.2.1.3 (Software) · 11.2.2.3 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Does not support</p> <p>Mobile app: Supports</p>	<p>Universal does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.4 (Web) · 10.2.4 (non-web document) · 11.2.1.4 (Software) · 11.2.2.4 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Does not support</p> <p>Mobile app: Supports</p>	<p>Universal does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.</p>

<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.7 (Web) · 10.2.7 (non-web document) · 11.2.1.7 (Software) · 11.2.2.7 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Does not support</p>	<p>Standard: Some dialogs may require more context, and the Manager interface has minor exceptions in sub-tab navigation.</p> <p>Mobile: Next version upgrade will address this item.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.8 (Web) · 10.2.8 (non-web document) · 11.2.1.8 (Software) · 11.2.2.8 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.</p>

<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.9 (Web) · 10.2.9 (non-web document) · 11.2.1.9 (Software) · 11.2.2.9 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.</p>
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.10 (Web) · 10.2.10 (non-web document) · 11.2.1.10 (Software) · 11.2.2.10 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.11 (Web) · 10.2.11 (non-web document) · 11.2.1.11 (Software) · 11.2.2.11 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.15 (Web) · 10.2.15 (non-web document) · 11.2.1.15 (Software) · 11.2.2.15 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.16 (Web) · 10.2.16 (non-web document) · 11.2.1.16 (Software) · 11.2.2.16 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.17 (Web) · 10.2.17 (non-web document) · 11.2.1.17 (Software) · 11.2.2.17 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.18 (Web) · 10.2.18 (non-web document) · 11.2.1.18 (Software) · 11.2.2.18 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>In the standard and mobile apps, someone saving a comment while a user has a VoiceThread open results in that comment appearing on the page automatically. Screen reader users are encouraged to use the Universal interface.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.19 (Web) · 10.2.19 (non-web document) · 11.2.1.19 (Software) · 11.2.2.19 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.20 (Web) · 10.2.20 (non-web document) – Does not apply · 11.2.1.20 (Software) – Does not apply · 11.2.2.20 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.21 (Web) · 10.2.21 (non-web document) · 11.2.1.21 (Software) - Does not apply · 11.2.2.21 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.22 (Web) · 10.2.22 (non-web document) · 11.2.1.22 (Software) · 11.2.2.22 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>In the standard and mobile apps, the VoiceThread media player focus order may not be suitable to every use case, but it will be suitable for some or most. Screen reader users are encouraged to use Universal interface.</p>	
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.23 (Web) · 10.2.23 (non-web document) · 11.2.1.23 (Software) · 11.2.2.23 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.27 (Web) · 10.2.27 (non-web document) · 11.2.1.27 (Software) · 11.2.2.27 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Does not support</p> <p>Mobile app: Does not support</p>	<p>Standard: Marketing and support pages are not internationalized, but user interfaces and tools are.</p> <p>Universal and mobile apps are not yet internationalized.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.29 (Web) · 10.2.29 (non-web document) · 11.2.1.29 (Software) · 11.2.2.29 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.30 (Web) · 10.2.30 (non-web document) · 11.2.1.30 (Software) · 11.2.2.30 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Selecting a new language automatically refreshes the page. Changing default setting from Standard to Universal results in automatic forwarding to Universal interface.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.33 (Web) · 10.2.33 (non-web document) · 11.2.1.33 (Software) · 11.2.2.33 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.34 (Web) · 10.2.34 (non-web document) · 11.2.1.34 (Software) · 11.2.2.34 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.37 (Web) · 10.2.37 (non-web document) · 11.2.1.37 (Software) · 11.2.2.37 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.38 (Web) · 10.2.38 (non-web document) · 11.2.1.38 (Software) · 11.2.2.38 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.5 (Web) · 10.2.5 (non-web document) · 11.2.1.5 (Software) · 11.2.2.5 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Not applicable</p>	

<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.6 (Web) · 10.2.6 (non-web document) · 11.2.1.6 (Software) · 11.2.2.6 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Does not support</p> <p>Mobile app: Supports</p>	<p>Universal app does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.</p>	
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.12 (Web) · 10.2.12 (non-web document) · 11.2.1.12 (Software) · 11.2.2.12 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.13 (Web) · 10.2.13 (non-web document) · 11.2.1.13 (Software) · 11.2.2.13 (Closed Software) · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.14 (Web) · 10.2.14 (non-web document) · 11.2.1.14 (Software) · 11.2.2.14 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.24 (Web) · 10.2.24 (non-web document) – Does not apply · 11.2.1.24 (Software) – Does not apply · 11.2.2.24 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.25 (Web) · 10.2.25 (non-web document) · 11.2.1.25 (Software) · 11.2.2.25 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.26 (Web) · 10.2.26 (non-web document) · 11.2.1.26 (Software) · 11.2.2.26 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>Standard: Visual focus missing for VoiceThread editor buttons on VT Home Page. This will be addressed, and there are other avenues to these same features.</p> <p>Mobile: The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.</p>	
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.28 (Web) · 10.2.28 (non-web document) · 11.2.1.28 (Software) – Does not apply · 11.2.2.28 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports with exceptions</p> <p>Universal app: Does not support</p> <p>Mobile app: Does not support</p>	<p>Standard: Marketing and support pages are not internationalized, but user interfaces and tools are.</p> <p>Universal and mobile apps are not yet internationalized.</p>	

<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.31 (Web) · 10.2.31 (non-web document) – Does not apply · 11.2.1.31 (Software) – Does not apply · 11.2.2.31 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.32 (Web) · 10.2.32 (non-web document) – Does not apply · 11.2.1.32 (Software) – Does not apply · 11.2.2.32 (Closed Software) – Does not apply · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		

<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.35 (Web) · 10.2.35 (non-web document) · 11.2.1.35 (Software) · 11.2.2.35 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>		
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.36 (Web) · 10.2.36 (non-web document) · 11.2.1.36 (Software) · 11.2.2.36 (Closed Software) – <p>Does not apply</p> <ul style="list-style-type: none"> · 11.6.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Not applicable</p> <p>Mobile app: Not applicable</p>		

Table 3: Success Criteria, Level AAA

Notes: *Not evaluated*

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
302.2 With Limited Vision	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.3 Without Perception of Color	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.4 Without Hearing	Standard app: Supports Universal app:	

	<p>Supports</p> <p>Mobile app: Supports</p>	
302.5 With Limited Hearing	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
302.6 Without Speech	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
302.7 With Limited Manipulation	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
302.8 With Limited Reach and Strength	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

302.9 With Limited Language, Cognitive, and Learning Abilities	Standard app: Supports Universal app: Supports Mobile app: Supports	
--	--	--

Chapter 4: Hardware

Notes: VoiceThread does not provide hardware, so this section does not apply.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.2.2 No Disruption of Accessibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports with	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas

	exceptions	of the app are accessible to screen readers.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.2 Modification of Object Information	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.3 Row, Column, and Headers	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.4 Values	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
502.3.5 Modification of Values	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.6 Label Relationships	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
502.3.7 Hierarchical Relationships	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.8 Text	Standard app: Supports Universal app: Supports Mobile app:	

	Supports	
502.3.9 Modification of Text	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.10 List of Actions	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.11 Actions on Objects	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.12 Focus Cursor	Standard app: Supports with exceptions Universal app: Supports Mobile app: Supports with exceptions	Standard: Visual focus missing for VoiceThread editor buttons on VT Home Page. This will be addressed, and there are other avenues to these same features. Mobile: The media player in the mobile app uses Adobe Air, which

		is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.
502.3.13 Modification of Focus Cursor	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>Standard: Visual focus missing for VoiceThread editor buttons on VT Home Page. This will be addressed, and there are other avenues to these same features.</p> <p>Mobile: The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.</p>
502.3.14 Event Notification	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
502.4 Platform Accessibility Features	<p>Standard app: Supports</p>	<p>Mobile: The media player in the mobile app uses Adobe Air, which</p>

	<p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.</p>
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
503.3 Alternative User Interfaces	Not applicable	This VPAT covers all VoiceThread interfaces within each item.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	<p>Standard app: Supports</p> <p>Universal app: Does not support</p> <p>Mobile app: Supports</p>	<p>Universal app does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.</p>
503.4.2 Audio Description Controls	Standard app: Supports	The media player in the mobile app uses Adobe Air, which is not

	<p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.</p>
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	VoiceThreads pages and tools are not converted. VoiceThread artifacts may be exported to offline videos and used with assistive technologies as needed.
504.2.2 PDF Export	Not applicable	VoiceThreads include audio and video content, and are not suitable for PDF.
504.3 Prompts	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
504.4 Templates	<p>Standard app: Supports</p> <p>Universal app: Supports</p>	

	Mobile app: Supports	
--	-------------------------	--

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	Standard app: Supports Universal app: Supports Mobile app: Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	VoiceThread does not provide non-electronic support documentation
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
603.3 Accommodation of Communication Needs	Standard app: Supports Universal app: Supports Mobile app: Supports	

EN 301 549 Report

Notes:

Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
4.2.2 Usage with limited vision	Standard app: Supports Universal app: Supports Mobile app:	

	Supports	
4.2.3 Usage without perception of colour	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.4 Usage without hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.5 Usage with limited hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.6 Usage without vocal capability	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.7 Usage with limited manipulation or strength	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
4.2.8 Usage with limited reach	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.9 Minimize photosensitive seizure triggers	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.10 Usage with limited cognition	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.11 Privacy	Standard app: Supports Universal app: Supports Mobile app: Supports	

Chapter 5: [Generic Requirements](#)

Notes: VoiceThread supports standard assistive technologies; this section is not applicable

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: VoiceThread does not offer two-way synchronous voice communication; this section is not applicable

Chapter 7: [ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations	
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required	
7.1.1 Captioning playback	Standard app: Supports Universal app: Does not support Mobile app: Supports	Universal app does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.	
7.1.2 Captioning synchronization	Standard app: Supports Universal app: Does not support Mobile app: Supports	Universal app does not support captions for user-generated content, but it will support captions in the future. The standard application is more suited for Deaf and hard-of-hearing users.	
7.1.3 Preservation of captioning	Standard app: Supports Universal app: Does not support Mobile app:	Universal app does not support captions for user-generated content, but it will support captions in the future. The standard application	

	Supports	is more suited for Deaf and hard-of-hearing users.	
7.2.1 Audio description playback	Standard app: Supports Universal app: Supports Mobile app: Supports		
7.2.2 Audio description synchronization	Standard app: Supports Universal app: Supports Mobile app: Supports		
7.2.3 Preservation of audio description	Standard app: Supports Universal app: Supports Mobile app: Supports		
7.3 User controls for captions and audio description	Standard app: Supports Universal app: Supports Mobile app: Supports		

Chapter 8: [Hardware](#)

Notes: VoiceThread does not provide hardware; this section is not applicable

Chapter 9: [Web](#) (see WCAG 2.0 section)

Chapter 10: [Non-web Documents](#)

Notes: VoiceThread does not provide non-web documents; this section is not applicable

Chapter 11: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Standard app: Supports Universal app: Supports Mobile app:	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate

	Supports with exceptions	Adobe Air. Other areas of the app are accessible to screen readers.
11.3.2.4 Assistive technology	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
11.3.2.5 Object information	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
11.3.2.6 Row, column, and headers	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.7 Values	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
11.3.2.8 Label relationships	Standard app: Supports Universal app: Supports Mobile app: Supports with exceptions	The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.
11.3.2.9 Parent-child relationships	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.10 Text	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.11 List of available actions	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.12 Execution of available actions	Standard app: Supports	

	<p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>11.3.2.13 Tracking of focus and selection attributes</p>	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>Standard: Visual focus missing for VoiceThread editor buttons on VT Home Page. This will be addressed, and there are other avenues to these same features.</p> <p>Mobile: The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.</p>
<p>11.3.2.14 Modification of focus and selection attributes</p>	<p>Standard app: Supports with exceptions</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>Standard: Visual focus missing for VoiceThread editor buttons on VT Home Page. This will be addressed, and there are other avenues to these same features.</p> <p>Mobile: The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will</p>

		eliminate Adobe Air. Other areas of the app are do have visible focus with assistive technologies.
11.3.2.15 Change notification	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.16 Modifications of states and properties	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.3.2.17 Modifications of values and text	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Standard app: Supports Universal app: Supports Mobile app: Supports	

<p>11.4.2 No disruption of accessibility features</p>	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports with exceptions</p>	<p>The media player in the mobile app uses Adobe Air, which is not available to mobile screen readers. Next version of the mobile app will eliminate Adobe Air. Other areas of the app are accessible to screen readers.</p>
<p>11.5 User preferences</p>		
<p>11.6 Authoring tools</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>11.6.1 Content technology</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)</p>	<p>See WCAG 2.0 section</p>	<p>See information in WCAG section</p>
<p>11.6.3 Preservation of accessibility information in transformations</p>	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>11.6.4 Repair assistance</p>	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

11.6.5 Templates	Standard app: Supports Universal app: Supports Mobile app: Supports	
------------------	--	--

Chapter 12: [Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Standard app: Supports Universal app: Supports Mobile app: Supports	
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Standard app: Supports Universal app: Supports Mobile app:	

	Supports	
12.2.3 Effective communication	Standard app: Supports Universal app: Supports Mobile app: Supports	
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: VoiceThread does not provide relay or emergency services; this section is not applicable