

Neosensory, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Neosensory Buzz v1

Report Date: June 25 2020

Product Description: Sound-to-touch wristband

Contact Information: info@neosensory.com

Evaluation Methods Used: [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

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.

Table 1: Success Criteria, Level A

Notes: this section is mostly irrelevant since Buzz can be used on its own, without an app, and has no screen or speaker.

| 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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <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) • 504.2 (Authoring Tool) | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>2.1.2 No Keyboard Trap (Level A)</p> | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <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 | Not applicable | |
| <u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: | Not applicable | |

| 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) | | |
| <u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | |
| <u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs | | |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised 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 | Not applicable | |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised 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 | Not applicable | |
| <p>3.3.3 Error Suggestion (Level AA)</p> | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 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) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | |

Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| 1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 1.4.9 Images of Text (No Exception) (Level AAA) | Not applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| Revised Section 508 – Does not apply | | |
| 2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.4.8 Location (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.3.5 Help (Level AAA) Revised Section 508 – Does not apply | Not applicable | |
| 3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply | Not applicable | |

Revised Section 508 Report

Notes: Neosensoy Buzz is a wristband that turns sound into vibrational patterns. It has 3 controls on it: power on/off, sensitivity up and sensitivity down. These controls are easy to find tacitly and to activate.

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 302.1 Without Vision | Supports | Buzz has raised hardware buttons to operate without vision, and haptic feedback. |
| 302.2 With Limited Vision | Supports | Buzz has raised hardware buttons to operate without vision, and haptic feedback. |
| 302.3 Without Perception of Color | Supports | Buzz has raised hardware buttons to operate without vision, and haptic feedback. |
| 302.4 Without Hearing | Supports | Buzz main benefit is to turn ambient sound into haptic feedback, requires no hearing capability. |
| 302.5 With Limited Hearing | Supports | Buzz main benefit is to turn ambient sound into haptic feedback, requires no hearing capability. |
| 302.6 Without Speech | Supports | Buzz doesn't use speech |
| 302.7 With Limited Manipulation | Supports | The three buttons on Buzz are apart from each other |
| 302.8 With Limited Reach and Strength | Supports | Buttons are easily to push. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Buzz leverages the brain's ability to learn without thinking about it. |

Chapter 4: [Hardware](#)

Notes:

| 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 |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not applicable | Buzz has no screen |
| 402.2.2 Transactional Outputs | Not supported | Buzz has no speaker |
| 402.2.3 Speech Delivery Type and Coordination | Not supported | Buzz has no speaker |
| 402.2.4 User Control | Not supported | Buzz has no speaker |
| 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 | Buzz has no screen |
| 402.5 Characters on Variable Message Signs | Not applicable | Buzz has no screen |
| 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 | Supports | Buzz has a BLE chipset and the ability to transfer data to an app on iOS or Android, but the app is not required to use Buzz |
| 407 Operable Parts | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Supports | Buzz has raised hardware buttons |
| 407.3 Input Controls | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Supports | Buzz has raised hardware buttons |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| 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 | |
| 407.8 Reach Height and Depth | 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 | |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not applicable | |
| 408.3 Flashing | Not applicable | |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Supports with Exceptions | Buzz has raised hardware buttons to operate without vision, and haptic feedback. Three color LEDs add a secondary level of information. |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Supports with Exceptions | Buzz has raised hardware buttons to operate without vision, and haptic feedback. Three color LEDs add a |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| | | secondary level of information. |
| <u>411 Audible Signals</u> | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not applicable | Buzz uses no audible signals |
| <u>412 ICT with Two-Way Voice Communication</u> | Heading cell – no response required | Heading cell – no response required |
| <u>412.2 Volume Gain</u> | 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 | |
| <u>412.3 Interference Reduction and Magnetic Coupling</u> | 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 |
| 412.6 Caller ID | Not applicable | |
| 412.7 Video Communication | Not applicable | |
| <u>412.8 Legacy TTY Support</u> | 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 | |
| <u>413 Closed Caption Processing Technologies</u> | 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 | |
| <u>414 Audio Description Processing Technologies</u> | 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 | |
| <u>415 User Controls for Captions and Audio Descriptions</u> | 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: Buzz has no screen

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | 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 | Not applicable | |
| <i>502.3 Accessibility Services</i> | 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 | |
| 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 | |
| 503 Applications | 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 | Not applicable | |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|-------------------------------------|
| 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 | Does not Support | |
| 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 | Does not Support | |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports with Exceptions | Option for support in ASL in addition to English |
| 603.3 Accommodation of Communication Needs | Supports with Exceptions | Option for support in ASL in addition to English |

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.