



# SevOne Accessibility Conformance Report

VPAT® Version 2.3 – September 2019

**Name of Product/Version:** SevOne Data Appliance V5.7.2.12

**Product Description:** SevOne Data Appliance, a family of on prem metric, flow, log and user experience appliances based on the SevOne NMS Cluster™ Architecture, has the proven scale to meet the data extraction and data enrichment needs of the world's largest networks, transforming raw data into actionable, real-time insights to meet the agility, reliability and business efficiency needs of large enterprises, CSPs and MSPs. SevOne Data Appliance extracts the broad range of metric, flow, log, experience and meta data from all layers of virtual and physical networks and infrastructure. Leveraging a growing set of data enrichment techniques including automated baselining, anomaly detection and topology awareness, SevOne Data Appliance helps reduce service delivery risk through integrated alerting and reporting.

**Date:** August 2019

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**Notes:**

**Evaluation Methods Used:** Testing the SevOne Data Appliance web application involved a combination of manual and functional testing on desktop. Level Access (Level) comprehensively tested a selection of screen views representative of SevOne Data Appliance using, among other methodologies, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of application code. Level also functionally tested several





multiple user flows with the screen reader JAWS 2019, the screen magnifier ZoomText 2019, and the dictation software Dragon® NaturallySpeaking 15.

### ***Applicable Standards/Guidelines***

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

<b><i>Standard/Guideline</i></b>	<b><i>Included in Report</i></b>
Web Content Accessibility Guidelines 2.0 at <a href="https://www.w3.org/TR/WCAG20/">https://www.w3.org/TR/WCAG20/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(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.
- **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.
- **Applicable – Not Tested:** This criterion is applicable to the product but was not tested.





## **WCAG 2.0 Report**

Tables 1 and 2 also document conformance with:

- 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><b><u>1.1.1 Non-text Content</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Most non-text content within the product does not provide necessary text alternatives. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Meaningful image controls lack text alternatives.</li> <li>• Meaningful images lack text alternatives.</li> <li>• Some meaningful background images lack textual or visible equivalents.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product does not have prerecorded audio-only and prerecorded video-only media.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product does not have synchronized media.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	The product does not have time-based media or prerecorded video content.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some information, structure, and relationships are conveyed accessible, such as data tables. A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Some form fields are missing valid labels.</li> <li>In some cases, semantic headings skip levels and do not match the visual hierarchy they present.</li> <li>In some cases, implicit headings are used.</li> <li>Some landmarks are lacking unique accessible names.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Content is presented in a meaningful sequence.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Any instructions provided do not rely solely on sensory characteristics of components.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Supports	Color is not the sole means of conveying information anywhere in the product.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not have audio that plays automatically.
<p><b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Much functionality of the content is not operable through a keyboard interface. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Some links and buttons are not focusable or actionable.</li> <li>Some content can only be reached via mouse hover.</li> <li>Some complex functionality, such as drag-and-drop, cannot be used without a mouse.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not have any keyboard traps.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not impose time limits.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product does not contain moving, blinking, scrolling, or auto-updating information.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The product does not contain anything that flashes.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The product contains mechanisms to bypass repeated blocks of navigational content.
<p><b><u>2.4.2 Page Titled</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Pages have unique titles.
<p><b><u>2.4.3 Focus Order</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Most of the focusable components receive focus in an order that preserves meaning and operability. A rating of Partially Supports has been given for the following reason:





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>In some cases, the focus order of content does not match its visual order.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does Not Support	<p>The purpose of most links cannot be determined from the link text alone, or from the link text together with its programmatically determined link context. A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>In some cases, link text is not meaningful within context.</li> </ul>
<p><b><u>3.1.1 Language of Page</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does Not Support	<p>A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>The language of each page in the product is not programmatically determinable.</li> </ul>
<p><b><u>3.2.1 On Focus</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not initiate any changes of context when a component receives focus.
<p><b><u>3.2.2 On Input</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
<p><b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Supports	When input errors are automatically detected, those errors are identified and described to the user in text.







Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In most cases, label and instructions are provided to assist with user input. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>In some cases, form fields are labelled only through placeholders.</li> </ul>
<p><b><u>4.1.1 Parsing</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	<p>Elements have complete start and end tags, do not contain duplicate attributes, are nested appropriately, and have unique ID attributes.</p>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In many cases, the name, role, state, and value of elements is programmatically determinable and accurate, and can be programmatically set where applicable. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Some elements do not convey their roles accurately to assistive technology.</li> <li>Expandable content does not convey expanded or collapsed states to assistive technology.</li> <li>In some cases, ARIA attributes are used inappropriately and inhibit assistive technology users.</li> <li>Some form fields are missing valid labels.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Image buttons are lacking accessible names.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not have live audio content in synchronized media.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not have prerecorded video content in synchronized media.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Most of the product’s visual presentation of text provides a sufficient contrast ratio. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Several actionable elements do not provide a sufficient color contrast ratio.</li> <li>Several content elements do not provide a sufficient color contrast ratio.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)            Also applies to:</p>	Supports	Text can be resized without assistive technology up to 200% without loss of content or functionality.





Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u><a href="#">1.4.5 Images of Text</a></u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	In most cases, the product uses text instead of images of text, except where essential for branding purposes. A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>In some cases, images of text without text alternatives are used within generated charts and graph.</li> </ul>
<u><a href="#">2.4.5 Multiple Ways</a></u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The product has more than one way to locate a web page, except where the web page is a step in a process.
<u><a href="#">2.4.6 Headings and Labels</a></u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Headings and labels describe topic or purpose.
<u><a href="#">2.4.7 Focus Visible</a></u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Partially Supports	In most cases, active elements exhibit visual indication of keyboard focus. A rating of Partially Supports has been given for the following reason:





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Some active elements do not exhibit a visual indication of keyboard focus.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not change languages in its pages.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.





Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

### **Revised Section 508 Report**

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Some functionality of SevOne Data Appliance is usable without vision; however, a rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> <li>As described in <b>1.1.1 Non-text Content</b>, images, generated graph images, and image controls do not have meaningful text alternatives.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>1.3.1 Info and Relationships</b>, some form fields are missing accessible labels.</li> <li>As described in <b>2.1.1 Keyboard</b>, some controls are not usable without a mouse.</li> <li>As described in <b>2.4.3 Focus Order</b>, the focus order of some content does not match its visual order.</li> <li>As described in <b>2.4.4 Link Purpose (In Context)</b>, the purposes of some links are not determinable in context.</li> <li>As described in <b>3.1.1 Language of Page</b>, the language of pages is not programmatically determinable.</li> <li>As described in <b>3.3.2 Labels or Instructions</b>, some form fields are labelled through placeholders only.</li> <li>As described in <b>4.1.2 Name, Role, Value</b>, the name, role, state, or value of some controls is not accurately exposed to assistive technology.</li> </ul>
302.2 With Limited Vision	Partially Supports	<p>Most of SevOne Data Appliance is usable by people with limited vision. A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>As described in <b>1.1.1 Non-text Content</b>, images, generated graph images, and image controls do not have meaningful text alternatives.</li> </ul>
302.3 Without Perception of Color	Supports	SevOne Data Appliance is usable by people without perception of color.
302.4 Without Hearing	Supports	SevOne Data Appliance is usable by people without hearing.





Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	SevOne Data Appliance is usable by people with limited hearing.
302.6 Without Speech	Supports	SevOne Data Appliance is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>Many parts of SevOne Data Appliance are usable by people with limited manipulation; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, some controls are not usable without a mouse.</li> <li>As described in <b>2.4.3 Focus Order</b>, the focus order of some content does not match its visual order.</li> <li>As described in <b>2.4.7 Focus Visible</b>, some elements do not exhibit a visible focus indication.</li> </ul>
302.8 With Limited Reach and Strength	Partially Supports	<p>Many parts of SevOne Data Appliance are usable by people with limited reach or strength; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, some controls are not usable without a mouse.</li> <li>As described in <b>2.4.3 Focus Order</b>, the focus order of some content does not match its visual order.</li> <li>As described in <b>2.4.7 Focus Visible</b>, some elements do not exhibit a visible focus indication.</li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Many parts of SevOne Data Appliance are usable by people with limited language, cognitive, and learning





Criteria	Conformance Level	Remarks and Explanations
		<p>abilities; however, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• As described in <b>2.4.4 Link Purpose (In Context)</b>, the purposes of some links are not determinable in context.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, some form fields are labelled through placeholders only.</li> </ul>

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required







Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

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