

Google Accessibility Conformance Report

International Edition, Based on VPAT[®] Version 2.5Rev

Product Information

- **Name of Product/Version:** Google Voice Web
- **Report Date:** February 20th, 2025
- **Product Description:** Web Application
- **Contact Information:** vpat-questions@google.com

Evaluation Methods Used

The [W3C Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following applications were used as part of the audit to identify potential accessibility issues:

- Desktop browsers: Chrome
- Assistive technologies: NVDA
- Accessibility testing tools: axe DevTools Pro, axe Auditor, Color Contrast Analyser

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

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Tested Pages

- Header
- Check Call history
- Left Tab
- Settings - Identify own number
- Settings - set yourself as anonymous
- Place a call & Receive a Call
- Block incoming call
- Add a Contact
- Check voicemail
- Send Internal text & Send External Text

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 criteria.

- **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 Level AAA criteria.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) 	Web: Partially Supports	<p>Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A Text alternative for the active image is missing, meaning information about the image’s function may be

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		lost to assistive technologies, especially screen readers. This occurs on the following page: Help Page link (a11y).
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded audio-only files are not present.
<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"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) 	Web: Not Applicable	Web: Pre Recorded videos are not present.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Pre Recorded videos are not present, so audio description is not required.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) 	Web: Partially Supports	Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>available in text. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A heading level is out of order, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Settings - Identify own number. ● Text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Settings - Identify own number. ● Some information, structure, and/or relationships are only presented visually but not conveyed programmatically, so context provided to sighted users is not available to

Criteria	Conformance level	Remarks and explanations
		<p>people who are blind. This occurs on the following page: Audio Settings.</p> <ul style="list-style-type: none"><li data-bbox="1415 412 1866 818">● An element's programmatic role requires one or more child elements, but the child elements is/are missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element or its related content. This occurs on the following page: Help Page link (general).<li data-bbox="1415 964 1866 1403">● An HTML list element contains content that is visually presented as a part of the list, but the content's HTML coding does not include it programmatically in that list, so the structure of the list is not correctly conveyed to people who are blind and/or use a screen reader or other assistive

Criteria	Conformance level	Remarks and explanations
		<p>technology. This occurs on the following page: Help Page link (general).</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: The reading and navigation order of most content is logical and intuitive. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Some visually hidden content is announced by a screen reader, so people who are blind and/or use a screen reader may be misled or confused when hearing content that is not intended to be part of the reading order on the page. This occurs on the following page: Place a call & Receive a Call. ● The screen reader skips and does not announce informative static content (text or images), so the intended meaning of that content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following page: Place a call & Receive a Call.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> When a modal is closed, screen reader focus is not returned to the control that opened the modal or to another logical location, making navigation difficult for people who are blind and/or use a screen reader. This occurs on the following pages: Block incoming call; Add a Contact.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to:</p>	Web: Partially Supports	Web: For most content, color is not used as the only method to convey

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Color is the only visual method used to identify a link, and a link text's contrast ratio with the color of the surrounding text is less than 3:1, so people who are colorblind or have low vision may not be able to identify the link. This occurs on the following page: Help Page link (general). ● Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of a control, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following pages: Audio Settings, Block incoming call; Place a call & Receive a Call;

Criteria	Conformance level	Remarks and explanations
		Settings - Identify own number; Left Tab; Add a Contact; Check Call history; Check voicemail; Send Internal text & Send External Text; Settings - set yourself as anonymous.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) 	Web: Partially Supports	<p>Web: On most pages, all functionality is available using only the keyboard. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A function cannot be performed using only the

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. This occurs on the following pages: Search Google Voice; Place a call & Receive a Call.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) 	Web: Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>when the relevant user interface component is in focus.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) 	<p>Web: Supports</p>	<p>Web: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: The tested application does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply 	Web: Supports	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>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 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Pages have descriptive and informative titles.

Criteria	Conformance level	Remarks and explanations
<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"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.
<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"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.

Criteria	Conformance level	Remarks and explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: All functionality that can be operated with a pointer can be operated with single-point actions.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> ● The action is not triggered on the down event. ● The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. ● The up-event reverses any outcome of the preceding down-event. ● Completing the function on the down-event is essential.

Criteria	Conformance level	Remarks and explanations
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The accessible name of an interactive element (such as a link, button, or form input) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following page: Send Internal text & Send External Text.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Web: Supports	<p>Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.</p>

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: The language of each page is correct and can be determined programmatically.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Web: Supports	Web: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: Supports	Web: For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: For most form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The label for a form field is missing, so the field's purpose is not clear. This occurs on the following page: Place a call & Receive a Call.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Web: Supports	<p>Web: For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>

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) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A button does not have a programmatic name, so its name (such as "Submit" or "Cancel") is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following page: Check Call history; Check voicemail. ● The programmatic state of an element that reveals or hides content ("expanded" or "collapsed") is missing or is used incorrectly, so people who are blind and/or use a

Criteria	Conformance level	Remarks and explanations
		<p>screen reader or other assistive technology will not be informed of the current state of the element or the state will be misrepresented. This occurs on the following page: Place a call & Receive a Call.</p> <ul style="list-style-type: none">• For an element that allows a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the element, the options available, and whether the element or an option is currently checked. This

Criteria	Conformance level	Remarks and explanations
		<p>occurs on the following pages: Place a call & Receive a Call; Settings - Identify own number; Check Call history; Check voicemail; Send Internal text & Send External Text.</p> <ul style="list-style-type: none"><li data-bbox="1415 581 1866 1240">● An element is missing one or more required attributes in its HTML code that would provide its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Help Page link (general).<li data-bbox="1415 1256 1866 1409">● An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name,

Criteria	Conformance level	Remarks and explanations
		state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Help Page link (general).

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Web: Not Applicable	Web: Live multimedia files with audio are not present, so synchronized captions are not required.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded multimedia files are not present, so audio descriptions are not required.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) 	Web: Supports	Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Partially Supports	Web: Most text and images of regular text have the required color contrast ratio with their backgrounds. The following exceptions exist: <ul style="list-style-type: none"> ● The color contrast ratio between placeholder text in an input and the input's background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<p>placeholder text. This occurs on the following page: Send Internal text & Send External Text.</p> <ul style="list-style-type: none"> The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following pages: Audio Settings; Help Page link (general).
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Web: Partially Supports</p>	<p>Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist:</p> <ul style="list-style-type: none"> Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content. This occurs on the following pages: Search

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		<p>Google Voice; Help Page link (general).</p> <ul style="list-style-type: none"> ● Functionality is lost when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following page: Check voicemail. ● The ability to zoom or scale the screen has been disabled, so people who have low vision and need to enlarge text to read it cannot do so. This occurs on the following page: Block incoming call.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Web: Supports	Web: When content can be presented visually using only text, an image of text is not used to present that text.

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) 		
<p><u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. This occurs on the following pages: Place a call and Receive a call; Help Page link (general); Check Call history;

Criteria	Conformance level	Remarks and explanations
		<p>Check voicemail; Send Internal text & Send External Text.</p> <ul style="list-style-type: none"> • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Settings - Identify own number; Settings - set yourself as anonymous.
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) 	<p>Web: Partially Supports</p>	<p>Web: Most of the boundaries and indicators of the visual states of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent colors or their</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>background. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The visual boundary of an interactive element (like a radio button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the boundaries of the interactive element. This occurs on the following page: Place a call & Receive a Call. ● The indicator for the state of an interactive element (like a checkbox or radio button) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the state of the interactive element. This occurs on the following page: Place a call & Receive a Call; Settings - Identify own

Criteria	Conformance level	Remarks and explanations
		<p>number; Send Internal text & Send External Text.</p> <ul style="list-style-type: none"><li data-bbox="1413 370 1858 946">● An image or graphic (like a chart) or part of the image/graphic required to understand its content does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by the image/graphic. This occurs on the following page: Settings - set yourself as anonymous.<li data-bbox="1413 963 1858 1409">● The focus indicator of an interactive element (like a button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when the interactive element is receiving focus. This occurs on the following pages: Audio

Criteria	Conformance level	Remarks and explanations
		Settings; Settings - set yourself as anonymous.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: In most cases when additional content is triggered by pointer hover or keyboard focus, additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people

Criteria	Conformance level	Remarks and explanations
		<p>with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the following pages: Place a call & Receive a call; Help Page link (general); Place a call & Receive a Call; Add a Contact; Check Call history; Check voicemail; Send Internal text & Send External Text.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports</p>	<p>Web: Multiple ways are available to find other pages on the site.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A programmatic label for a control or form input field does not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what the control does or what data to enter. This occurs on the following page: Help Page link (general). ● Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not know or may be confused or misled about

Criteria	Conformance level	Remarks and explanations
		<p>what each button does. This occurs on the following pages: Check Call history; Check voicemail.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● An interactive element (such as a link, button, or form input) does not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following pages: Help Page link (general); Settings - Identify own number; Settings - set yourself as anonymous.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p>	<p>Web: The language of each section of content that is different from the default language of the page is</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		correctly identified and can be determined programmatically.
<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"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	Web: Supports	Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<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"> 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>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 	Web: Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 	Web: Supports	Web: If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) 	Web: Partially Supports	Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>receiving focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A status message is not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status message or they may not hear it in a timely fashion. This occurs on the following page: Search Google Voice.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Google Voice was not assessed for WCAG 2.1 Level AAA conformance.

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none">● 1.1.1 Non-Text Content● 1.3.1 Info and Relationships● 1.3.2 Meaningful Sequence● 1.4.1 Use of Color● 2.1.1 Keyboard● 2.4.6 Headings and Labels● 4.1.2 Name, Role, Value● 4.1.3 Status Messages
4.2.2 Usage with limited vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none">● 1.1.1 Non-Text Content● 1.3.1 Info and Relationships● 1.3.2 Meaningful Sequence● 1.4.1 Use of Color● 1.4.3 Contrast (minimum)● 1.4.4 Resize Text● 1.4.10 Non-Text Contrast● 1.4.11 Non-Text Contrast● 1.4.13 Content on Hover or Focus● 2.1.1 Keyboard● 2.4.6 Headings and Labels● 2.4.7 Focus Visible

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Web: Partially Supports	<p>Web: Most functionality is usable without perception of color. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Web: Partially Supports	<p>Web: Most functionality is usable without hearing. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content
4.2.5 Usage with limited hearing	Web: Supports	Web: All functionality is usable with limited hearing.
4.2.6 Usage without vocal capability	Web: Not Applicable	Web: The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited reach. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 2.5.3 Label in Name
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	<p>Web: All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.</p>
4.2.10 Usage with limited cognition	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.10 Non-Text Contrast ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Web: Supports	Web: The Google Voice web pages do not provide any privacy features

Chapter 5: [Generic Requirements](#)

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.2 Auditory output delivery including speech	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.5 Speech output automatic interruption	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.6 Speech output for non-text content	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.8 Masked entry	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.10 Non-interfering audio output	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.11 Private listening	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.13 Volume reset	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.14 Spoken languages	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.15 Non-visual error identification	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.16 Receipts, tickets, and transactional outputs	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.4 Functionality closed to text enlargement	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.1.5 Visual output for auditory information.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.1.6.2 Input focus	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Web: Not Applicable	Web: The product's documented accessibility features for specific needs can be activated without relying on a method that does not support that need.

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.
5.6.2 Visual status	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.
5.7 Key repeat	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.7 Key repeat.
5.8 Double-strike key acceptance	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.8 Double-strike key acceptance.
5.9 Simultaneous user actions	Web: Supports	Web: The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	The product can encode and decode audio with a frequency range and upper limit of 7000 Hertz
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display	Not Applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
6.3 Caller ID	Supports	The product provides caller identification.
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

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

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	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	

Chapter 8: [Hardware](#)

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
8.1.2 Standard connections	Not Applicable	The product is not a hardware product.
8.1.3 Colour	Not Applicable	The product is not a hardware product.
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	The product is not a hardware product.
8.2.1.2 Incremental volume control	Not Applicable	The product is not a hardware product.
8.2.2.1 Fixed-line devices	Not Applicable	The product is not a hardware product.
8.2.2.2 Wireless communication devices	Not Applicable	The product is not a hardware product.
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	The product is not a hardware product.
8.3.2.2 Unobstructed low forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.1 Clear space	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.4 Knee and toe clearance width	Not Applicable	The product is not a hardware product.
8.3.2.5 Toe clearance	Not Applicable	The product is not a hardware product.
8.3.2.6 Knee clearance	Not Applicable	The product is not a hardware product.
8.3.3.1 Unobstructed high side reach	Not Applicable	The product is not a hardware product.
8.3.3.2 Unobstructed low side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.2 Obstructed (\leq 610 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.4.1 Change in level	Not Applicable	The product is not a hardware product.
8.3.4.2 Clear floor or ground space	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.4.3.2 Forward approach	Not Applicable	The product is not a hardware product.
8.3.4.3.3 Parallel approach	Not Applicable	The product is not a hardware product.
8.3.5 Visibility	Not Applicable	The product is not a hardware product.
8.3.6 Installation instructions	Not Applicable	The product is not a hardware product.
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	The product is not a hardware product.
8.4.2.1 Means of operation of mechanical parts	Not Applicable	The product is not a hardware product.
8.4.2.2 Force of operation of mechanical parts	Not Applicable	The product is not a hardware product.
8.4.3 Keys, tickets and fare cards	Not Applicable	The product is not a hardware product.
8.5 Tactile indication of speech mode	Not Applicable	The product is not a hardware product.

Chapter 9: [Web](#)

Notes: The ICT covered by this report is a web application. As such, its accessibility requirements are covered in the WCAG 2.1 section.

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

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section

Criteria	Conformance Level	Remarks and Explanations
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	The Product is not an assistive technology.
11.5.2.5 Object information	Partially Supports	The role, states, properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
11.5.2.6 Row, column, and headers	Supports	In all instances when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology.
11.5.2.7 Values	Partially Supports	For most objects that have a current value or have a set or range of values associated with the object, the value is available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.8 Label relationships	Partially Supports	For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.9 Parent-child relationships	Supports	For all elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.10 Text	Partially Supports	<p>Most text, text attributes (such as whether text is static or editable), and text boundaries are programmatically determinable, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence
11.5.2.11 List of available actions	Partially Supports	<p>For most objects programmatic role information and actions are programmatically determinable, so they can be conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
11.5.2.12 Execution of available actions	Supports	<p>For the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology.</p>
11.5.2.13 Tracking of focus and selection attributes	Supports	<p>Users can track focus, select items, and insert focus into editable text.</p>
11.5.2.14 Modification of focus and selection attributes	Supports	<p>Users are not prevented from programmatically modifying user interface elements involved with text editing.</p>
11.5.2.15 Change notification	Partially Supports	<p>Most Status messages relevant to user interactions are available to, and presented by, assistive technology.</p>

Criteria	Conformance Level	Remarks and Explanations
11.5.2.16 Modifications of states and properties	Partially Supports	For most objects that allow the user to set or modify its states or properties, modifications can be made using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> 4.1.2 Name, Role, Value
11.5.2.17 Modifications of values and text	Partially Supports	For most objects that have a current value and text or have a set or range of value associated with the objects, the values and text is available programmatically, so it can be conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> 4.1.2 Name, Role, Value
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	The product is not platform software, so this clause does not apply.
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt platform features that are defined in the platform documentation as accessibility features.
11.7 User preferences	Supports	The website or application allows users to set or modify color, contrast, font type and size, and focus cursor.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Google Voice is not a content authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Google Voice is not a content authoring tool.

Criteria	Conformance Level	Remarks and Explanations
11.8.4 Repair assistance	Not Applicable	Google Voice is not a content authoring tool.
11.8.5 Templates	Not Applicable	Google Voice is not a content authoring tool.

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

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	Not Evaluated	The accessibility and compatibility features are used across multiple Google products and are evaluated in a separate ACR.
12.1.2 Accessible documentation	Not Evaluated	The accessible documentation is used across multiple Google products and is evaluated in a separate ACR.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Not Evaluated	The accessibility and compatibility information are used across multiple Google products and are evaluated in a separate ACR.
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not Evaluated	The accessibility and compatibility Documentation is used across multiple Google products and are evaluated in a separate ACR.

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

Notes: Not applicable. The product does not provide relay or emergency service access.

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	The product does not provide relay or emergency services.
13.1.3 Sign relay services	Not applicable	The product does not provide relay or emergency services.

Criteria	Conformance Level	Remarks and Explanations
13.1.4 Lip-reading relay services	Not applicable	The product does not provide relay or emergency services.
13.1.5 Captioned telephony services	Not applicable	The product does not provide relay or emergency services.
13.1.6 Speech to speech relay services	Not applicable	The product does not provide relay or emergency services.
13.2 Access to relay services	Not applicable	The product does not provide relay or emergency services.
13.3 Access to emergency services	Not applicable	The product does not provide relay or emergency services.

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