

Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.4Rev¹

Name of product/version:	Google Voice
Report date:	2 August 2023
Product description:	Google Voice is a web application which allows users to send and receive calls, voicemails, and text messages.
Contact information:	vpat-questions@google.com
Evaluation methods used:	<p>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.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Chrome (NVDA)• Assistive technologies: NVDA• Accessibility testing tools: Deque DevTools Pro, Deque Auditor, Color Contrast Analyser
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA• Web Content Accessibility Guidelines (WCAG) 2.1 Level A and AA• Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018• EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) and EN 301 549

¹ “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Name of product/version:	Google Voice
	Accessibility requirements for ICT products and services - V3.2.1 (2021-03)

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Tested Pages

Identify own number

Place a call & Receive a Call

Set yourself as anonymous

Block incoming call

Add a Contact

Check call history

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 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 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: 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)• 12.1.2 (Product Docs)	Supports	The non-text content has text alternatives or has a text alternate that serve equivalent purpose across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><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) 	Supports	There is no prerecorded video, and the prerecorded audio has equivalent information.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<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) 11.1.2.2 (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) 	Not Applicable	There is no synchronized media in the tested pages, therefore no captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Not Applicable	There is no synchronized media in the tested pages, therefore no audio description required.

Criteria	Conformance level	Remarks and explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) 	Partially Supports	<p>Most Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. However, there is an exception:</p> <ul style="list-style-type: none"> ● A visual heading is not marked as a heading in the code on the 'Identify own number' and 'Add a Contact' pages.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: 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) 	Supports	Content is presented in a meaningful way that can be programmatically determined across the user pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>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) 	Supports	Content does not rely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound for understanding and operating content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (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) 	Partially Supports	<p>Use of alternates to color is widely supported across the pages tested. However, there is one exception:</p> <ul style="list-style-type: none"> Color alone is used to convey information for some elements on the 'Place a call & Receive a Call', 'Identify own number', 'Block incoming call' and 'Add a Contact' pages.
<p><u>1.4.2 Audio Control</u> (Level A) 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) 	Not Applicable	<p>There is no prerecorded audio that plays automatically in the tested pages.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) 		
<p><u>2.1.1 Keyboard</u> (Level A) 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) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	Partially Supports	Keyboard navigation is well supported across the pages tested. However, there is one exception: <ul style="list-style-type: none"> ● A function cannot be performed by keyboard alone on the 'Check voicemail' page.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: 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) 	Supports	There are no keyboard traps on the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 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>	Supports	Keyboard shortcuts are supported across the pages tested.
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) 	Supports	Timing and time limit adjustment is well-supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><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) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	Supports	Moving, blinking, scrolling, or auto-updating information is well supported on the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: 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) 	Supports	There is no flashing content across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: 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 ● 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 	Supports	Bypass blocks are supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p style="text-align: center;">apply to non-web docs</p>		
<p><u>2.4.2 Page Titled</u> (Level A) 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) 	<p>Supports</p>	<p>Pages have valid titles across the pages tested.</p>
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) 	<p>Partially Supports</p>	<p>Most focusable components receive focus in an order that preserves meaning and operability across the pages tested. However, there are exceptions:</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) 		<ul style="list-style-type: none"> ● When a modal is closed, focus is not returned to the trigger on the 'Place a Call & Receive a Call' and 'Add a Contact' pages. ● Keyboard focus is not logical for an element on the 'Place a Call & Receive a Call' page.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: 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) 	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context across the pages tested.

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</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) 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>	Supports	There are no pointer gestures across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) 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>	<p>Supports</p>	<p>Pointer cancellation is supported across the pages tested.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) 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 	<p>Partially Supports</p>	<p>Label in Name is generally well-supported across the pages tested. However, there are exceptions:</p> <ul style="list-style-type: none"> ● An accessible name does not contain its visible label on an element on the ‘Send Internal text & Send External Text’ page.

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><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) 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) <p>Revised Section 508 – Does not apply</p>	Not Applicable	There is no functionality that is operated by device motion across the pages tested.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) 	Supports	Default human language of pages is supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) 		
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: 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) 	Supports	No user interface components initiate changes of context across the pages tested.

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</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A) Also applies to: 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>	Supports	Nothing causes a change of context without advising the user beforehand across the pages tested.

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>3.3.1 Error Identification</u> (Level A) Also applies to: 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> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Input errors are detected and described across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (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) 	Supports	Labels or instruction on content are provided when required across the pages tested.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) 	Partially Supports	<p>Content is implemented with proper markup on the pages tested. However, there is one exception:</p> <ul style="list-style-type: none"> ● A role does not contain required children on the 'Check voicemail', 'Check call history', 'Place a Call & Receive a Call'

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>and ‘Send Internal text & Send External Text’ pages.</p> <ul style="list-style-type: none"> ● Some interactive controls are nested on the ‘Check voicemail’, ‘Check call history’, ‘Place a Call & Receive a Call’, ‘Add a Contact’ and ‘Send Internal text & Send External Text’ pages
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: 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 	Partially Supports	<p>The interface components have valid name, role and value (when necessary). However, there are exceptions:</p> <ul style="list-style-type: none"> ● Some elements use a disallowed attribute on the ‘Check voicemail’ and ‘Send Internal text & Send External Text’ pages. ● An element is missing a required ARIA attribute on the ‘Check call history’, ‘Send Internal text & Send External Text’ and ‘Place a Call & Receive a Call’ pages.

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</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● An element uses an invalid attribute name on the 'Check voicemail' page. ● An expand/collapse state is missing on the 'Place a Call & Receive a Call' page. ● A button disabled state is not conveyed on the 'Add a Contact' page. ● An aria-progressbar node has no accessible name on the 'Check voicemail' page.

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: 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) ● 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) 	Not Applicable	There were no captions or synchronized media across the pages tested.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) 	Not Applicable	There was no prerecorded video content across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) 	Supports	Content view is not restricted across the pages tested.

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><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) 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) <p>Revised Section 508 – Does not apply</p>	Supports	The purpose of each input field collecting information can be programmatically determined across the pages tested.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) 	Partially Supports	Most visual presentation of text and images meets or exceeds contrast ratios across the pages tested. However, there are exceptions:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● Two elements lack sufficient color contrast on the 'Add a Contact' page. ● Placeholder text lacks 4.5 to 1 contrast on the 'Place a Call & Receive a Call' and 'Send Internal text & Send External Text' pages. ● A button lacks 4.5 to 1 contrast ratio on focus on the 'Block incoming call' page. ● Some text content lacks 4.5 to 1 color contrast on the 'Place a Call & Receive a Call' page.
<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) 	Partially Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality throughout the pages tested. However, there are exceptions: <ul style="list-style-type: none"> ● Zooming and scaling is disabled on the web version on the 'Identify own number', 'Place a call & Receive a Call', 'Set yourself as anonymous', 'Block incoming call', 'Check call history', 'Check voicemail' and

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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		'Send Internal text & Send External Text' pages.
<p><u>1.4.5 Images of Text</u> (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) Revised Section 508	Supports	Images of text are not used incorrectly across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only) Also applies to: 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>	Does Not Support	<p>Reflow is partially supported across the page tested. However, certain functionality cannot be completed when in reflow causing this SC to fail:</p> <ul style="list-style-type: none"> ● Some content overlaps other content causing a loss of core functionality on the on the ‘Identify own number’, ‘Place a call & Receive a Call’, ‘Set yourself as anonymous’, ‘Block incoming call’, ‘Check call history’, ‘Add a Contact’, ‘Check voicemail’ and ‘Send Internal text & Send External Text’ pages.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) 	Partially Supports	<p>Non-text contrast of elements and graphical objects are supported across several elements in the pages tested. However, there are the following exceptions:</p> <ul style="list-style-type: none"> ● An active component lacks 3 to 1 contrast ratio on the ‘Place a

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (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>call & Receive a Call', 'Set yourself as anonymous', ' Add a Contact' and 'Send Internal text & Send External Text' pages.</p> <ul style="list-style-type: none"> ● The state of some active components lack 3 to 1 contrast ratio on the 'Identify own number', 'Block incoming call', ' Check voicemail', Place a call & Receive a Call', 'Set yourself as anonymous', ' Add a Contact' and 'Send Internal text & Send External Text' pages.
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only) 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>Supports</p>	<p>Text spacing is widely supported across the pages tested.</p>

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) 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>	Supports	Content on hover or focus is dismissible and hoverable across the pages tested.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 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 	Supports	There are multiple ways to locate pages across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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 ● 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) Also applies to: 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) 	Supports	The headings and labels are descriptive across the pages tested.

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</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: 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>	Partially Supports	<p>Focus is visible and well-supported across the pages tested. However, there are exceptions:</p> <ul style="list-style-type: none"> ● A focus indicator is missing for an element on the 'Identify own number', 'Place a Call & Receive a Call' and 'Check voicemail' pages.

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>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The human language of each passage or phrase in the content can be programmatically determined across the pages tested.

Criteria	Conformance level	Remarks and explanations
<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) <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 	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order across the pages tested.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p>	Supports	Components that have the same functionality within a set of Web

Criteria	Conformance level	Remarks and explanations
<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 		<p>pages are identified consistently across the pages tested.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria</p>	<p>Supports</p>	<p>Error suggestion is implemented across the pages tested.</p>

Criteria	Conformance level	Remarks and explanations
<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) ● 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><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) 	Not Applicable	There were no legal commitments or financial transactions across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.3.3.4 (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) 		
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only) 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) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Partially Supports	<p>Status messages announcements are generally well-supported across the pages tested. However, there is one exception:</p> <ul style="list-style-type: none"> ● A status message is not automatically announced on the 'Place a Call & Receive a Call' page.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none">• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Web: Partially Supports	<p>Most functions of the product are usable without vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.3 Focus Order• 4.1.1 Parsing• 4.1.2 Name, role, value
302.2 With Limited Vision	Web: Partially Supports	<p>Web: Most functions of the product are usable with limited vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 1.4.3 Contrast Minimum• 1.4.4 Resize Text• 2.1.1 Keyboard• 2.4.3 Focus Order• 2.4.7 Focus Visible• 4.1.2 Name, role, value
302.3 Without Perception of Color	Web: Partially Supports	<p>Web: Most functions of the product are usable without perception of color.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.4.1 Use of Color

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> 1.4.3 Contrast Minimum
302.4 Without Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.5 With Limited Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.6 Without Speech	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	<p>Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> 2.1.1 Keyboard 2.4.3 Focus Order 2.4.7 Focus Visible 4.1.1 Parsing 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls.

Criteria	Conformance level	Remarks and explanations
		<p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.3 Focus Order• 2.4.7 Focus Visible• 4.1.1 Parsing• 4.1.2 Name, role, value

Chapter 4: Hardware

Notes: Not applicable. The product is not a hardware product.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	See WCAG 2.1 section	
502.2.2 No Disruption of Accessibility Features	See WCAG 2.1 section	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	See WCAG 2.1 section	
502.3.2 Modification of Object Information	See WCAG 2.1 section	
502.3.3 Row, Column, and Headers	See WCAG 2.1 section	
502.3.4 Values	See WCAG 2.1 section	
502.3.5 Modification of Values	See WCAG 2.1 section	
502.3.6 Label Relationships	See WCAG 2.1 section	

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	See WCAG 2.1 section	
502.3.8 Text	See WCAG 2.1 section	
502.3.9 Modification of Text	See WCAG 2.1 section	
502.3.10 List of Actions	See WCAG 2.1 section	
502.3.11 Actions on Objects	See WCAG 2.1 section	
502.3.12 Focus Cursor	See WCAG 2.1 section	
502.3.13 Modification of Focus Cursor	See WCAG 2.1 section	
502.3.14 Event Notification	See WCAG 2.1 section	
502.4 Platform Accessibility Features	See WCAG 2.1 section	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	See WCAG 2.1 section	

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	See WCAG 2.1 section	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	See WCAG 2.1 section	
503.4.2 Audio Description Controls	See WCAG 2.1 section	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Google Voice does not convert documents.
504.2.2 PDF Export	Not Applicable	Google Voice does not create or export PDFs.
504.3 Prompts	See WCAG 2.1 section	
504.4 Templates	See WCAG 2.1 section	

Chapter 6: Support Documentation and Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google products.

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features	Not Applicable	
602.3 Electronic Support Documentation	Not applicable	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Not applicable	
603.3 Accommodation of Communication Needs	Supports	

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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	<p>Most functions of the product are usable without vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Colour• 2.1.1 Keyboard• 2.4.3 Focus Order• 4.1.1 Parsing• 4.1.2 Name, role, value
4.2.2 Usage with limited vision	Web: Partially Supports	<p>Web: Most functions of the product are usable with limited vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Colour• 1.4.3 Contrast Minimum• 1.4.4 Resize Text• 1.4.10 Reflow• 1.4.11 Non-text contrast• 2.1.1 Keyboard• 2.4.3 Focus Order• 2.4.7 Focus Visible• 4.1.2 Name, role, value• 4.1.3 Status Messages
4.2.3 Usage without perception of colour	Web: Partially Supports	<p>Web: Most functions of the product are usable without perception of color.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.4.1 Use of Colour ● 1.4.3 Contrast Minimum ● 1.4.11 Non-text contrast
4.2.4 Usage without hearing	Web: Supports	Web: The functions of the product are usable without hearing.
4.2.5 Usage with limited hearing	Web: Supports	Web: The functions of the product are usable without hearing.
4.2.6 Usage without vocal capability	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 2.1.1 Keyboard ● 2.4.3 Focus Order ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 4.1.1 Parsing ● 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: The Google Appliances webpages do not contain flashing content or media.
4.2.10 Usage with limited cognition	Web: Partially Supports	<p>Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.3.1 Info and Relationships ● 1.4.1 Use of Colour ● 2.1.1 Keyboard ● 2.4.3 Focus Order ● 2.4.7 Focus Visible ● 4.1.2 Name, role, value ● 4.1.3 Status Messages
4.2.11 Privacy	Web: Supports	The Google Appliances webpages 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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Not applicable	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	Not applicable	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	Not applicable	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
5.1.3.5 Speech output automatic interruption	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.7 Speech output for video information	Not applicable	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	Not applicable	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	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.12 Speaker volume	Not applicable	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
5.1.3.13 Volume reset	Not applicable	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	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.4 Functionality closed to text enlargement	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Not applicable	The product does not have specific documented accessibility features.
5.3 Biometrics	Not applicable	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	Not applicable	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	Not applicable	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	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	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	Not applicable	The criterion is not relevant to the product. The product does not have a feature

Criteria	Conformance Level	Remarks and Explanations
		relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.
5.7 Key repeat	Not applicable	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	Not applicable	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	Supports	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

Notes: Not applicable. The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable. This product does not contain any multimedia.

Chapter 8: Hardware

Notes: Not applicable. The product is not a hardware product.

Chapter 9: [Web](#)

See the WCAG 2.1 Report section.

Chapter 10: Non-Web Documents

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: Software

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

Chapter 12: Documentation and Support Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google Appliances products.

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 Applicable	Support documentation for this product exists but is verified in another Accessibility Conformance Report.
12.1.2 Accessible documentation	Not applicable	Support documentation for this product exists but is verified in another Accessibility Conformance Report.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	Not applicable	

Chapter 13: ICT Providing Relay or Emergency Service Access

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

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