

Voluntary Product Accessibility Template® (VPAT®)

Version 2.2 July 2018

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About This Document

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.2 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

There are three columns in each table, column one of the each Table describes the success criteria. The second column describes the “Conformance Level”, which are described in detail under ‘Terms’ section below. The third column contains any additional remarks and explanations regarding the product.

Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

Name of Product/Version: Fairchild Book Library

Date: December 14, 2018

Evaluation Methods Used: This report was generated based on tests conducted via a pair testing methodology involving two testers, one of whom was non-sighted and the other sighted. Below is the list of tools, which were used while testing:

- JAWS 18
- NVDA 2018
- VoiceOver
- Color Contrast Analyzer
- Browser Zoom upto 200%

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA(No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms:

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

WCAG 2.0 Report

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>The screen reader reads alternative text for images within content pages (i.e. book illustrations).</p> <p>However, the alternative text is either inappropriate or incorrect for some graphical links in support pages, and graphical links on the Survey of Historic Costume Timeline.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>There is no prerecorded audio only content available in the website. However, there are videos available and which are properly synchronized with the audio track.</p>
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Videos in Fairchild Books Library do not have captions.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>The audio information is in most cases sufficient for understanding and interpreting the information available in the video. However, in some cases, audio description would be required for a screen reader user to describe the action depicted (example: 'VIDEO QUIZ: Changing Your Needle').</p>
<p>1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>The screen reader properly identifies most of the information on the main book chapter content pages. Visually impaired users are easily able to perceive the relationships between a particular element and its role.</p> <p>However, in ancillary content and support pages, there are areas where visually impaired users may have difficulty in understanding the information and corresponding relationship as the heading structure is not implemented properly. Examples:</p> <ul style="list-style-type: none"> - Flashcards: flipping of cards is not accessible to screen reader users; Forward Slash sign (/) in the card counter is not accessible; question numbers are not tagged as headings. - Timeline page: screen reader users cannot understand the page structure. - Browse page, e.g. Browse > Fashion Business: headings such as 'Branding' are not tagged as headings. - Results page: chapter titles are not marked as headings - Book chapter page: sub headings such as "Figure 3.1", "Figure 3.2", "Figure 3.3", etc. are not tagged as heading for screen reader user - Support pages ('What's in Fairchild Books Library', 'MARC Records'): navigation links such as "What's new", "Featured Content" are incorrectly tagged as headings; on the Contact Us page an paragraph is read as a heading; on the Help page, the search icon is not accessible using tab or screen readers; the MARC Records table is missing a summary and caption; sub-headings are not tagged as headings in Help

Criteria	Conformance Level	Remarks and Explanations
		pages.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Throughout the website, sequence of content is meaningful and appropriate and does not affect the meaning of given content. Screen reader user can read the content present on page line wise using up/down arrow keys. Screen reader reads each paragraph of a book chapter in same reading order as visually seen on screen.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Website contains very little content which depends upon the size, location, and shapes of an object to convey information to user; these are equally understandable to screen reader users.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>Wherever color is used to indicate information on a page, such as bullet points, section headings, links, or buttons, the appropriate html tag is provided with an appropriate text label, and the screen reader can identify their correct role.</p> <p>However, there are a couple of instances where information is presented through color alone without textual explanation for screen reader users and color-blind users:</p> <ul style="list-style-type: none"> The selected state of any period on timeline page is shown via color only. Screen reader does not read the selected state of Yes/No button in Help article feedback section which is shown via color.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no audio files on the website which play automatically as soon as the page is launched.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>Most of the interactive elements and functionalities are accessible using the keyboard. However, there are instances where motor impaired users and screen reader users are not able to perform actions through keyboard.</p> <ul style="list-style-type: none"> Tab focus does not move to filter dropdowns on search result page. Screen reader user is unable to read the available content using arrow keys on Save, Cite and Note modals on book chapter pages. Share link in footer section is not accessible via keyboard. Tab focus does not move to the toggle link "More/less" associated with list items on Browse navigation pages Tab focus does not move to "Click to Reveal" link on flashcards page Tab focus does not move to dropdowns such as Front Matter, Parts, Back Matter etc. present under Table of Contents on a book chapter page. Focus moves only to expended sub parts link.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Keyboard focus does not get trapped anywhere in the website. This criterion was tested manually using keyboard, and observed that focus does not get trapped anywhere in the website using tab, arrow, page up/down keys etc.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no such activity present in the website, where page time need to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The video player includes Play and Pause buttons, so users can perform the desired actions on the video controls.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There are no elements on the website that flash more than 3 times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Does Not Support	'Skip to main content' link is implemented on incorrect location of page, just after 'Sign up' link, due to which a keyboard-only or screen reader user will face difficulty in locating it on first instance.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>Furthermore, the 'Skip to main content' link is also not working, due to which keyboard/Screen reader user cannot jump directly to the beginning of the main section of page in order to skip repetitive content.</p> <p>This issue is applicable throughout the website.</p>
<p>2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	All pages in the website have a page title, which gives a sufficient description of the purpose of the page, except for the menu pages accessed via the Browse menu.
<p>2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>In the majority of cases, the focus order moves in the correct sequence. Exceptions include:</p> <ul style="list-style-type: none"> - VoiceOver focus moves to the browser back button on selecting any option from the dropdown on Sign Up page. - Focus does not move to Email field automatically on launching the Sign In page. - Screen reader focus shifts to the top of the page on selecting Add row button in 'Advance Search' feature. - VoiceOver focus does not shift to modal window on selecting SAVE, Cite and Notes link on book chapter page. - Screen reader focus does not shift to respective sections on selecting same page links such as General terms and conditions, Digital terms and conditions, etc. - Focus does not move to respective sections on selecting same page links such as "Your homepage", "The data bases", etc. on 'How to Use' page.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>The majority of the links have link text that clearly identifies the purpose of link. However, there are few instances where the link text is incorrect.</p> <ul style="list-style-type: none"> - Incorrect text for Previous/Next page links on search results and flashcard pages - Link text is missing for the links in the footer, under the Connect and Share headings. <p>This criterion was validated using screen reader with link navigation commands.</p>
<p>3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	Users are able to identify and understand the language of the page content. However, HTML Lang <html lang="en"> attribute is missing on all web pages.
<p>3.2.1 On Focus (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	All the main site pages were manually tested: there are no interactive elements which are triggered automatically on receiving the focus, except for the header navigation menu, where the menu gets expanded automatically on tab focus.
<p>3.2.2 On Input (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Change of context does not happen when user changes the setting of controls.
<p>3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Screen reader does not read the error messages automatically on submitting invalid forms on the ' Advanced Search ' and ' Sign Up ' page. However, screen reader users can navigate the page manually in order to read the error message.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>There are instances where visually impaired users find it difficult to understand the purpose of form fields:</p> <ul style="list-style-type: none"> - Contact Us page: the screen reader reads the same labelling 'Your Inquiry' for all checkboxes in the list - Contact Us page: Captcha edit field is not labelled. - No text label is present for the edit field provided to enter page number on search result page. - Answer option radio buttons are not labelled with their corresponding questions in Multiple Choice Quiz. - Edit fields present on 'Advanced search' page are not labelled properly. <p>Users with motor and cognitive disabilities are able to understand the purpose of each input field without any confusion while navigating on page. For keyboard-only users, label text and related instructions are adjacent to their respective field and the user is</p>

Criteria	Conformance Level	Remarks and Explanations
		able to relate it clearly while navigating using keyboard. For a user with cognitive disability, this information is meaningful to them while reading the page in a normal way without any assistive tool.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	We have validated the website using validator and came across few errors and warnings on code level. However, we have validated the things at UI/Platform level and we did not observe any discrepancy wherein Assistive technologies are interpreting the content, which is totally irrelevant with the expected output. <ul style="list-style-type: none"> - Attribute type not allowed on element label at this point. - Attribute xmlns:xi not allowed here. - Element description not allowed as child of element div in this context. - The aria-labelledby attribute must point to an element in the same document.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Most of the web elements have proper labels associated with their role and the screen reader recognizes them correctly with updated values. However, there are a few instances in the website, where screen reader does not read the label and role. <ul style="list-style-type: none"> - Screen reader reads the toggle link "More/less" associated with list items as plain text on the Browse Fashion Business navigation page. - Screen reader reads filter dropdowns as plain text on search result page. - Talkback reads Filter By as plain text on search result page. - Screen reader reads "Click to Reveal" as plain text on Flashcards page. - Screen reader does not notify available score to user on submitting the quiz in Multiple Choice Quiz. - Screen reader user is not notified on selecting 'Clear button' on contact us page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no live videos on the website.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	The audio information is in most cases sufficient for understanding and interpreting the information available in the video. However, in some cases, audio description would be required for a screen reader user to describe the action depicted (example: 'VIDEO QUIZ: Changing Your Needle').
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	The color scheme is appropriate and color contrast ratio of almost all interactive elements is equal to or greater than the standard ratio 4.5:1. Exceptions: <ul style="list-style-type: none"> - Color contrast ratio of the links present on the Help page are less than the standard ratio i.e. 4.5:1. - Color contrast ratio of the close link on all three save, cite and note dialog box is less than 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All elements and content of website are operable and readable when application pages resize up to 200%. Low-vision users can perform all necessary actions.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no text presented in the form of an image in the website.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply 	Does Not Support	There is no Sitemap, so users have to use standard navigation and search to access web pages on the site.

Criteria	Conformance Level	Remarks and Explanations
to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and Labels provide sufficient information for understanding the purpose and context of the content. Users can easily perform desired actions on different web elements by reading the label of the respective element. This criterion was tested manually using screen reader.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Tab focus is clearly visible on all of the interactive elements and keyboard users can easily track their tab location on screen through focus indicator which appears while navigating through tab key. This criterion was tested manually, using keyboard.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The content is in the English language only. There are no passages in the content where the language of the part needs to be defined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page. This criterion was tested manually using screen reader.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Elements that have the same functionality across multiple web pages have same labels or same name. For example header links, footer links, etc. Screen reader is recognizing such elements consistently throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Error messages are descriptive enough to understand the error and identify the location where the error is occurring. This criterion was validated manually using screen reader.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Fairchild Books Library does not include forms relating to legal commitments or financial data.

Table 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Most areas of the site are accessible using screen readers, such as JAWS, NVDA and VoiceOver. However, errors in heading structure on support pages mean that visually impaired users will find it difficult to understand the hierarchical structure and relationship of content on page. There are few other site pages which do not fully support screen reader use. Examples: <ul style="list-style-type: none"> On the Help pages, screenshot images do not have appropriate alternative text, the search icon is not accessible via screen reader, and sub-headings are not always tagged as headings. On the Contact Us page, the Captcha edit field is not labelled On chapter view pages, Table of Contents elements such as 'Front Matter' and 'Part I' are read as plain text rather than toggle links The Global Dress and Fashion Timeline images do not have alternative text.
302.2 With Limited Vision	Supports with Exceptions	Content of application is easily readable when application pages resize up to 200%. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1. However, there are couple of instances where low vision user will find it difficult to recognize web elements as their color contrast ratio is less than the standard ratio. <ul style="list-style-type: none"> Color contrast ratio of the links present on the Help page are less than the standard ratio i.e. 4.5:1.

		<ul style="list-style-type: none"> - Color contrast ratio of close link present in save, cite and note dialog box is less than 4.5:1.
302.3 Without Perception of Color	Supports with Exceptions	<p>Wherever color is used to indicate information on a page, such as bullet points, section headings, links, or buttons, the appropriate html tag is provided with an appropriate text label, and the screen reader can identify their correct role.</p> <p>However, there are a couple of instances where information is presented through color alone without textual explanation for screen reader users and color-blind users:</p> <ul style="list-style-type: none"> - The selected state of any period on timeline page is shown via color only. - Screen reader does not read the selected state of Yes/No button in Help article feedback section which is shown via color.
302.4 Without Hearing	Does Not Support	Captions are not available for the videos included in the e-textbook chapters.
302.5 With Limited Hearing	Does Not Support	Captions are not available for the videos included in the e-textbook chapters.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Supports with Exceptions	<p>User with limited manipulation can use an adaptive keyboard to navigate on page. Android and iOS user can use voice input feature to type in forms, and can also use the Switch Access feature for object navigation.</p> <p>However, there are certain areas where users may find difficulty due to interactive elements lacking tab focus, incorrect focus order and elements are working only with mouse event handlers as mentioned in 2.1.1 and 2.4.3 above.</p>
302.8 With Limited Reach and Strength	Supports with Exceptions	<p>There are instances where it is difficult to access interactive elements using tab key and arrow keys. This is a limitation for keyboard users to access the elements while navigating in tab sequence.</p> <p>Moreover, tab focus does not directly shift to the updated section of the application and it is a time-consuming process as keyboard users need to navigate all the way to updated content in order to access it.</p> <ul style="list-style-type: none"> - Share link in footer section is not working using keyboard. - Tab focus does not move to "Click to Reveal" link on flashcards page. - Tab focus does not move to dropdowns such as Front Matter, Parts, Back Matter etc. present under Table of Contents. Focus moves only to expended sub parts link.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>Many features in the website support users with cognitive disabilities well, for the following reasons:</p> <ol style="list-style-type: none"> 1. Website does not have any moving text/images/animations which disrupt in reading. 2. Website does not have any multimedia which plays automatically and confuses the user. 3. Website does not have any flashing elements. 4. Each form field has clear label text. <p>However, users with reading disabilities may have difficulties owing to the length and complexity of book chapters and paragraphs.</p>

Table 4: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Subscriber Services page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies.
602.3 Electronic Support Documentation	Supports	The Help Center includes information on content and functionality, and this is accessible to all users.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support information is provided online only, so no alternate format is required.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Subscriber Services page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies. This includes a link to the Contact Us page where users can use the form to raise

		technical queries and request for information regarding accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports with Exceptions	The Contact Us page allows users to contact customer support either via email or filling in the form. However, there is no specific support services available to meet the requirement of end users with disabilities.