

SONY Corporation

# Déclaration d'accessibilité et son statut

Accessibility Declaration and its Status

## **Support**

7.2.\*

**31/07/2024**

## Index / Table of Content

<b>DECLARATION D'ACCESSIBILITE / ACCESSIBILITY DECLARATION</b> .....	5
<b>ETAT DE CONFORMITE / COMPLIANCE STATUS</b> .....	5
<b>RESULTAT DES TESTS / TEST RESULTS</b> .....	5
<b>CONTENUS NON-ACCESSIBLES / NON-ACCESSIBLE CONTENT</b> .....	6
<b>ETABLISSEMENT DE CETTE DECLARATION D'ACCESSIBILITE / ESTABLISHMENT OF THIS ACCESSIBILITY DECLARATION</b> .....	6
<b>RETOUR D'INFORMATION ET CONTACT / FEEDBACK AND CONTACT</b> .....	7
<b>[ANNEXE-1 / ANNEX-1] Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications</b> .....	8
1. Présentation / Introduction.....	11
2. Applications Mobile Concernées / Applicable Mobile Applications.....	11
3. Politique d'accessibilité de Sony / Sony Accessibility Policy.....	11
4. Ressources d'accessibilité / Accessibility Resources.....	11
5. Sensibilisation et formations / Awareness and Trainings.....	12
6. Recrutement / Recruitment.....	12
7. Demandes des clients / Customer requests.....	12
8. Répondre aux exigences d'accessibilité / Addressing Accessibility Requirements.....	12
9. Plans d'action annuels / Annual action plans.....	13
<b>[ANNEXE-2 / ANNEX-2] Plan d'action annuel pour les applications mobile Juillet 2024 - Juin 2025 / Annual Action Plan for Mobile Applications July 2024– June 2025</b> .....	14
1. Présentation / Introduction.....	16
2. Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications.....	16
3. Plan d'action annuel / Annual Action Plan.....	16
Plan d'action annuel (résultats) /Annual action plan (results).....	17
Tableau récapitulatif/Summary table.....	17
4. Applications Mobile concernées / Applicable Mobile Applications.....	17
5. Sensibilisation et formations / Awareness and Training.....	18
6. Tableau récapitulatif / Summary table.....	18
<b>[ANNEXE-3 / ANNEX-3] Rapport sur la conformité à l'accessibilité / Accessibility Conformance Report</b> .....	19

[Sony Corporation] Accessibility Conformance Report .....	19
Name of Product/Version: <i>Support</i> .....	19
Report Date: 31/07/2024.....	19
Product Description: An application recording daily activities .....	19
Contact Information: <a href="https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile">https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile</a> .....	19
Notes: Terms in the Conformance Level information are modified from the original template and only uses “Supports”, “Does not support” and “Not applicable” .....	19
Evaluation Methods Used: Manual test and contrast ratio calculator.....	19
Applicable Standards/Guidelines.....	19
Standard/Guideline.....	19
Included In Report.....	19
Terms .....	20
WCAG 2.x Report .....	20
Table 1: Success Criteria, Level A .....	21
Table 2: Success Criteria, Level AA.....	30
Table 3: Success Criteria, Level AAA .....	37
EN 301 549 Report .....	37
Chapter 4: Functional Performance Statements (FPS) .....	37
Chapter 5: Generic Requirements .....	37
Chapter 6: ICT with Two-Way Voice Communication.....	38
Chapter 7: ICT with Video Capabilities.....	39
Chapter 8: Hardware.....	39
Chapter 9: Web ( <i>see WCAG 2.x section</i> ) .....	39
Chapter 10: Non-web Documents .....	39
Chapter 11: Software .....	39
Chapter 12: Documentation and Support Services .....	40
Chapter 13: ICT Providing Relay or Emergency Service Access .....	41
Legal Disclaimer [Sony Corporation].....	41

## Histoire de la réforme / Revision History

<b>Version / Version</b>	<b>Date / Date</b>	<b>Détails du changement / Details of Change</b>	<b>Publié par / Issued by</b>
1.0	12/04/2021	First edition	SONY Corporation
2.0	29/07/2022	Second edition	SONY Corporation
3.0	31/7/2023	Third edition	SONY Corporation
4.0	31/7/2024	Fourth edition	SONY Corporation

## DECLARATION D'ACCESSIBILITE / ACCESSIBILITY DECLARATION

*SONY Corporation* s'engage à rendre ses applications mobiles accessibles conformément à l'article 47 de la loi n°2005-102 du 11 février 2005.

A cette fin, elle met en œuvre la stratégie et les actions suivantes :

- Schéma pluriannuel d'accessibilité pour les applications Mobile Juillet 2024 – Juin 2027
- Plan d'action annuel pour les applications Mobile Juillet 2024 - Juin 2025

Cette déclaration d'accessibilité s'applique au **Support**.

*SONY Corporation* hereby undertakes to make its mobile application(s) accessible in accordance with Article 47 of Law No. 2005-102 of 11 February 2005.

To this end, it will implement the following strategy and actions:

- Multiannual Accessibility Plan for Mobile Applications July 2024 – June 2027
- Annual Action plan for Mobile Applications July 2024 – June 2025

This accessibility declaration applies to **.Support**

### ETAT DE CONFORMITE / COMPLIANCE STATUS

**Support** est partiellement conforme avec l'EN 301 549 V3.2.1 (2021-03) en raison des non-conformités énumérées ci-dessous.

**Support** is in In Partial Compliance with EN 301 549 V3.2.1 (2021-03) due to non-conformities listed below.

### RESULTAT DES TESTS / TEST RESULTS

L'audit de conformité réalisé en interne révèle que :

- 95 % des critères de l'EN 301 549 V3.2.1 (2021-03) sont respectés.
- Le rapport de test est accessible grâce à ce lien

The compliance audit performed Internally and found that:

- 95% of the criteria of EN 301 549 V3.2.1 (2021-03) are met.
- Test report can be accessed via this link.

## CONTENUS NON-ACCESSIBLES / NON-ACCESSIBLE CONTENT

Les contenus listés ci-dessous ne sont pas accessibles pour les raisons suivantes.

<b>Parties non conformes à corriger</b> <b>Non-compliant parts/functions to be corrected</b>	<b>Date provisoire des mesures correctives prévues<sup>1</sup></b> <b>Tentative date of the planned corrective actions<sup>2</sup></b>
a. L'application ne prend pas en charge le contrôle du clavier externe. (11.2.4.3) a. The application does not support external keyboard control. (11.2.4.3)	June 2025

## ETABLISSEMENT DE CETTE DECLARATION D'ACCESSIBILITE / ESTABLISHMENT OF THIS ACCESSIBILITY DECLARATION

Cette déclaration a été établie le 31/07/2024.

### Technologies utilisées pour la réalisation de **Support**

Calculateur de rapport de contraste et application Talk Back fournis par Google

### Outils utilisés pour évaluer l'accessibilité

Outil de contrôle d'accessibilité fourni par Google

### Environnement de Test

Les combinaisons de navigateurs et de lecteurs d'écran utilisées pour effectuer les contrôles de conformité. Et des tests manuels.

### Ecrans ayant fait l'objet de la vérification de conformité

L'écran principal de l'application de ciblage.

This declaration was established on 31/07/2024

### Technology used to create *Support*

Contrast ratio calculator and Talk back app provided by Google

### Tools used to assess accessibility

Accessibility check tool provided by Google

<sup>1</sup> Les mesures correctives prévues ont des délais provisoires et peuvent subir divers aléas.

<sup>2</sup> The planned corrective actions have tentative deadlines and might be subject to various uncertainties.

## Test Environment

The combinations of browsers and screen readers used to perform the compliance checks. And manual testing.

## Screens that have been checked for compliance

The targeting application main screen.

### RETOUR D'INFORMATION ET CONTACT / FEEDBACK AND CONTACT

Si vous n'arrivez pas à accéder à un contenu ou un service, vous pouvez contacter le responsable de *Support* pour être orienté vers une alternative accessible ou obtenir le contenu sous une autre forme.

Envoyer un message via un [formulaire en ligne](#).

<https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile>

If you are unable to access any content or a service, you can contact the party responsible forSupport, to be directed towards an accessible alternative or to obtain the content in another form.

Send a message via [online](#)

<https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile>

## VOIES DE RECOURS

Cette procédure est à utiliser dans le cas suivant.

Vous avez signalé au responsable du site internet un défaut d'accessibilité qui vous empêche d'accéder à un contenu ou à un des services du portail et vous n'avez pas obtenu de réponse satisfaisante.

- Écrire un message au Défenseur des droits [<https://formulaire.defenseurdesdroits.fr/>]
- Contacter le délégué du Défenseur des droits dans votre région [<https://www.defenseurdesdroits.fr/saisir/delegues>]
- Envoyer un courrier par la poste (gratuit, ne pas mettre de timbre)  
Défenseur des droits  
Libre réponse  
71120 75342 Paris CEDEX 07

[ANNEXE-1 / ANNEX-1] Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications

**SONY**

# Schéma pluriannuel de mise en accessibilité pour les applications Mobile

Juillet 2024 - Juin 2027

# Multiannual Accessibility Plan for Mobile Applications

July 2024 - June 2027

SONY Corporation

Version 4.0

31/07/2024

## Index / Table of Contents

1. Présentation / Introduction	11
2. Applications Mobile Concernées / Applicable Mobile Applications	11
3. Politique d'accessibilité de Sony / Sony Accessibility Policy	11
4. Ressources d'accessibilité / Accessibility Resources	11
5. Sensibilisation et formations / Awareness and Trainings	12
6. Recrutement / Recruitment	12
7. Demandes des clients / Customer requests	12
8. Répondre aux exigences d'accessibilité / Addressing Accessibility Requirements	12
9. Plans d'action annuels / Annual action plans	13

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1.0	12/04/2021	First edition	SONY Corporation
2.0	29/07/2022	Second edition	SONY Corporation
3.0	31/07/2023	Third edition	SONY Corporation
4.0	31/07/2024	Fourth edition	SONY Corporation

## 1. Présentation / Introduction

Le Schéma pluriannuel de mise en accessibilité pour applications Mobile 2023-2026 (ci-après « le Schéma ») a été élaboré conformément au point III de l'article 47 de la Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées. Ce Schéma vise à garantir l'amélioration continue des applications Mobile de *Sony corporation* (ci-après « Sony ») proposés en France et leur accessibilité à tous, y compris aux personnes handicapées et aux personnes âgées.

The Multiannual Accessibility Plan for Mobile Applications 2023-2026 (hereinafter – Plan) has been established in accordance with III of Article 47 of *Law No. 2005-102 of 11 February 2005 for equal rights and opportunities, participation and citizenship of people with disabilities*. This Plan seeks to ensure a gradual improvement of *Sony corporation* (hereinafter – Sony) mobile applications offered in France and their accessibility to all, including members of the disabled community and the elderly.

## 2. Applications Mobile Concernées / Applicable Mobile Applications

Ce Schéma s'applique à l'application mobile Support.

This Plan applies to Support mobile application.

## 3. Politique d'accessibilité de Sony / Sony Accessibility Policy

Sony s'engage à concevoir et à développer des applications Mobile accessibles sur la base de l'EN 301 549 V3.2.1 et s'efforce d'améliorer et de garantir l'accessibilité.

Sony is committed to design and develop accessible mobile applications based on EN 301 549 V3.2.1 (2021-03) and is striving to improve and maintain the accessibility.

## 4. Ressources d'accessibilité / Accessibility Resources

Sony dispose d'une équipe dédiée qui promeut en permanence l'accessibilité des applications Mobile, et d'une équipe utilisant les outils liés à l'accessibilité.

Sony has a team that will continually promote accessibility of mobile applications, and a team uses accessibility related tools.

## 5. Sensibilisation et formations / Awareness and Trainings

Sony réalisera une gamme de formations sur l'accessibilité ciblant les nouveaux employés et les différents rôles dans l'organisation; de l'introduction à l'accessibilité jusqu'à des formations plus ciblées pour les ingénieurs et les développeurs.

De plus, Sony organisera des formations régulières sur l'accessibilité pour les agents du service client qui, entre autres, décrivent ce qu'est l'accessibilité, quels sont les bénéficiaires de l'accessibilité, les exigences légales en matière d'accessibilité en France, la manière de répondre aux demandes et questions relatives à l'accessibilité des applications Mobile.

Sony will conduct a range of accessibility trainings targeting new employees and different roles in the organization; from the introduction to accessibility to more targeted trainings for engineers and developers.

Moreover, Sony will conduct regular training on accessibility for customer service agents which, among others, describe what accessibility is, who requires accessibility, legal requirements on accessibility in France, how to address requests and questions on mobile applications' accessibility.

## 6. Recrutement / Recruitment

Lors de la création des descriptions de poste et durant les procédures de recrutement, une attention particulière sera portée sur l'intérêt porté sur le sujet de l'accessibilité par les potentiels employés.

When creating job descriptions and during the recruitment procedures, attention will be paid to the interest in accessibility of the potential employees.

## 7. Demandes des clients / Customer requests

Les personnes qui souhaitent signaler un problème ou poser une question concernant l'accessibilité des applications Mobile peuvent compléter le formulaire en ligne <https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile>

People who wish to report a problem or to send a question on mobile applications' accessibility can do so via [online form](https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile) <https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile>

## 8. Répondre aux exigences d'accessibilité / Addressing Accessibility Requirements

Sony répond aux exigences d'accessibilité, pas seulement en France, mais sur le plan organisationnel. Le siège de Sony a émis une norme technique et un manuel technique auxquels l'ensemble du groupe Sony, incluant *Sony corporation*, s'efforcera de respecter.

Le siège de Sony, en coopération avec les équipes régionales de l'UE, communiquera les exigences d'accessibilité françaises aux filiales du groupe Sony concernées, et s'assurera que l'ensemble des exigences pour les applications Mobile soient respectées dans le délai fixé.

A l'avenir, chaque application Mobile sera soumise à un contrôle lors du premier lancement ou d'une mise à jour majeure dans le but de se conformer à l'EN 301 549. Ces contrôles garantiront l'élaboration et la publication de la déclaration d'accessibilité conformément à la loi. Les contrôles, y compris les évaluations de conformité, seront réalisés par des experts internes expérimentés en accessibilité des applications Mobile.

Sony is addressing accessibility requirements not just in France but from an organizational perspective. Sony headquarters has issued a technical standard and technical manual which the whole Sony Group, including *Sony Corporation*, will strive to comply.

Sony headquarters in cooperation with EU regional team will communicate the French accessibility requirements to the relevant Sony Group companies and will ensure that all the requirements for mobile applications are met before the deadline.

Moving forward, every mobile application will be subject to a control during the initial launch or a major update aiming to comply with EN 301 549. Such controls will ensure a preparation and publication of the accessibility declaration in accordance with the terms of the law. The control, including conformity assessment, will be carried out by internal experts competent in mobile application accessibility.

## 9. Plans d'action annuels / Annual action plans

Ce Schéma est accompagné de Plans d'action décrivant en détail les opérations mises en œuvre afin de répondre aux besoins en matière d'accessibilité Mobile. Les Plans d'actions sont disponibles sur la page <https://www.sony.fr/electronics/support/articles/00254808>

Juillet 2024 - Juin 2025 Plan d'action

Juillet 2025 - Juin 2026 Plan d'action (à venir);

Juillet 2026 - Juin 2027 Plan d'action (à venir);

This Plan is accompanied by Action Plans that describe in detail the operations being implemented to meet all the needs in terms of mobile applications' accessibility. Action Plans can be viewed on <https://www.sony.fr/electronics/support/articles/00254808>

July 2024 - June 2025 Action Plan

July 2025- June 2026 Action Plan (to come);

July 2026 - June 2027 Action Plan (to come);

[ANNEXE-2 / ANNEX-2] Plan d'action annuel pour les applications mobile Juillet 2024 - Juin 2025 / Annual Action Plan for Mobile Applications July 2024– June 2025

**SONY**

# Plan d'action annuel pour les applications mobile Juillet 2024 - Juin 2025

Juillet 2023 - Juin 2024 (résultats)

# Annual Action Plan for Mobile Applications July 2024 - June 2025

July 2023 – June 2024 (results)

SONY Corporation

31/07/2024

## Index / Table of Contents

1. Présentation / Introduction .....	16
2. Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications .....	16
3. Plan d'action annuel / Annual Action Plan .....	16
4. Applications Mobile concernées / Applicable Mobile Applications .....	17
5. Evaluation de conformité / Conformity Assessment.....	17
6. Sensibilisation et formations / Awareness and Training .....	18
7. Tableau récapitulatif / Summary table .....	18

## 1. Présentation / Introduction

Le Plan d'action annuel pour les applications Mobile a été élaboré conformément au point III de l'article 47 de la Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées (ci-après « La loi »).

The Annual Action Plan for Mobile Applications has been established in accordance with III of Article 47 of Law No. 2005-102 of 11 February 2005 for equal rights and opportunities, participation and citizenship of people with disabilities (hereinafter – the Law).

## 2. Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications

La loi requiert la publication d'un Schéma pluriannuel de mise en accessibilité sur trois ans dont l'objectif est d'informer le public des mesures et des actions mises en œuvre pour rendre les applications Mobile accessibles à tous.

Le Schéma pluriannuel de mise en accessibilité pour les applications Mobile a été publié le 31/07/2024 et est disponible sur : [ici](#).

The law requires the publication of a Multiannual Accessibility Plan lasting for three years with the objective of informing the public of the means and actions put in place to make the mobile applications accessible to all. The Multiannual Accessibility Plan for Mobile Applications has been published on 31/07/2024 and is available [here](#).

## 3. Plan d'action annuel / Annual Action Plan

Le Schéma pluriannuel de mise en accessibilité pour les applications Mobile doit être accompagné d'un Plan d'action annuel pour les applications Mobile (ci-après « le Plan ») détaillant les mesures correctives ainsi que les audits prévus pour l'année en cours.

Ce Plan couvre la période **Juillet 2024 – Juin 2025** [Update every year] d'action, et est lié au Schéma pluriannuel de mise en accessibilité pour les applications Mobile **Juillet 2024 – Juin 2027**.

Le Plan comprend un tableau récapitulatif des mesures et corrections prévues pour **Juin 2025**..<sup>1</sup>

The Multiannual Accessibility Plan for Mobile Applications must be accompanied by an Annual Action Plan for Mobile Applications (hereinafter – Plan) which details the corrective actions together with conformity assessment planned for the current year. This Plan is for **July 2024-June 2025** [/Update every year] period and is associated with **July 2024-June 2027** Multiannual Accessibility Plan for Mobile Applications.

The Plan includes a summary table of actions & fixes which are planned for **June 2025**.<sup>1</sup>

## Plan d'action annuel (résultats) /Annual action plan (results)

Le Schéma pluriannuel de mise en accessibilité pour les applications Mobile doit être accompagné d'un Plan d'action annuel pour les applications Mobile détaillant les mesures correctives prévues pour l'année en cours et les résultats des actions mises en place l'année précédente. Ce document reflète les mesures correctives qui ont été prises durant la période de **juillet 2023 à juin 2024** et se rattache au Schéma pluriannuel de mise en accessibilité pour les applications Mobile pour la période de **juillet 2023 à juin 2026**.

Ce plan peut être sujet à modification sans préavis.

The Multi-year accessibility plan for mobile applications must be accompanied by an annual action plan for mobile applications detailing the planned corrective measures for the current year and the results of the actions carried out in the previous year. This document reflects the corrective measures which took place during the period of **July 2023-June 2024** and is attached to the Multi-year accessibility plan for mobile applications for **July 2023 -June 2026**.

This plan is subject to update without notice.

## Tableau récapitulatif/Summary table

<b>Parties non conformes qui ont nécessité une correction /Non-conforming parts that required correction</b>	<b>de la correction/ Date of correction</b>

## 4. Applications Mobile concernées / Applicable Mobile Applications

Ce plan concerne les applications Mobile *Support*

This Plan applies to mobile application *Support*

## 5. Sensibilisation et formations / Awareness and Training

Sony réalisera une gamme de formation ciblant les nouveaux employés et différents rôles dans l'organisation ; depuis la présentation de l'accessibilité jusqu'à des formations plus ciblées pour les ingénieurs et développeurs.

Sony will conduct a range of accessibility trainings targeting new employees and different roles in the organization; from the introduction to accessibility to more targeted trainings for engineers and developers.

The planned corrective actions have tentative deadlines and might be subject to various uncertainties.

## 6. Tableau récapitulatif / Summary table

<b>Parties non conformes à corriger</b> <b>Non-compliant parts/functions to be corrected</b>	<b>Date proviso ire des mesures correctives prévues<sup>2</sup></b> <b>Tentative date of the planned corrective actions<sup>3</sup></b>
a. L'application ne prend pas en charge le contrôle du clavier externe. (11.2.4.3) a. The application does not support external keyboard control. (11.2.4.3)	June 2025

<sup>2</sup>Les mesures correctives prévues ont des délais provisoires et peuvent subir divers aléas.

<sup>3</sup> The planned corrective actions have tentative deadlines and might be subject to various uncertainties.

# [ANNEXE-3 / ANNEX-3] Rapport sur la conformité à l'accessibilité / Accessibility Conformance Report

## [Sony Corporation] Accessibility Conformance Report

### EN 301 549 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Support*

Report Date: 31/07/2024

Product Description: An application recording daily activities

Contact Information: <https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile>

Notes: Terms in the Conformance Level information are modified from the original template and only uses “Supports”, “Does not support” and “Not applicable”.

Evaluation Methods Used: Manual test and contrast ratio calculator

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report	
<u>Web Content Accessibility Guidelines 2.0</u>	Level A	Yes
	Level AA	Yes
	Level AAA	No
<u>Web Content Accessibility Guidelines 2.1</u>	Level A	Yes
	Level AA	Yes
	Level AAA	No

Standard/Guideline	Included In Report
<u>EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.2.1 (2021-03)</u>	Yes

Terms

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

- **Supports:** All assessed screens have successfully passed the assessment and are compliant with the criterion.
- **Does Not Support:** If at least one screen from all the assessed screens has failed the assessment and is not compliant with the criterion.
- **Not Applicable:** If the criterion is not applicable to all assessed screens.

WCAG 2.x Report

Tables 1 and 2 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 - Non-Web Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul>		
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p>	<p>Web: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: NA Electronic Docs: NA Software: Support</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Closed: Support Authoring Tool: NA	
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> </ul>	Web: NA Electronic Docs: NA	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Software: Support Closed: Support Authoring Tool: NA Web: NA	
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1(Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> </ul>	Web: NA Electronic Docs: NA Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p>	
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul>		
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3 (Open Functionality Software)</li> <li>11.2.5.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p>	<p>Web: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: NA Electronic Docs: NA Software: Support</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Closed: Support Authoring Tool: NA	
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>		
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA</p>	

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p>	<p>Web: NA</p> <p>Electronic Docs: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Software: Support Closed: Support Authoring Tool: NA	
<b>1.4.4 Resize text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Supports Closed: Support Authoring Tool: NA	
<b>1.4.5 Images of Text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	
<b>1.4.10 Reflow</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Authoring Tool: NA	
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: NA Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> </ul>	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Authoring Tool: NA</p>	
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Authoring Tool: NA</p>	
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Authoring Tool: NA</p>	
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Authoring Tool: NA</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: Support</p> <p>Closed: Support</p> <p>Authoring Tool: NA</p>	
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document) – Does not apply</li> <li>• 11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Authoring Tool: NA</p>	

## Table 3: Success Criteria, Level AAA

Notes: All not applicable for mobile application “Support”.

EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes: All not applicable for mobile application “Support”

## Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	NA	NA
5.1.3.2 Auditory output delivery including speech	NA	NA
5.1.3.3 Auditory output correlation	NA	NA
5.1.3.4 Speech output user control	NA	NA
5.1.3.5 Speech output automatic interruption	NA	NA
5.1.3.6 Speech output for non-text content	NA	NA
5.1.3.7 Speech output for video information	NA	NA
5.1.3.8 Masked entry	NA	NA
5.1.3.9 Private access to personal data	NA	NA
5.1.3.10 Non-interfering audio output	NA	NA

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening volume	NA	NA
5.1.3.12 Speaker volume	NA	NA
5.1.3.13 Volume reset	NA	NA
5.1.3.14 Spoken languages	NA	NA
5.1.3.15 Non-visual error identification	NA	NA
5.1.3.16 Receipts, tickets, and transactional outputs	NA	NA
5.1.4 Functionality closed to text enlargement	NA	NA
5.1.5 Visual output for auditory information	NA	NA
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	NA	NA
5.1.7 Access without speech	NA	NA
5.2 Activation of accessibility features	NA	NA
5.3 Biometrics	NA	NA
5.4 Preservation of accessibility information during conversion	NA	NA
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	NA	NA
5.5.2 Operable parts discernibility	NA	NA
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	NA	NA
5.6.2 Visual status	NA	NA
5.7 Key repeat	NA	NA
5.8 Double-strike key acceptance	NA	NA
5.9 Simultaneous user actions	NA	NA

## **Chapter 6: ICT with Two-Way Voice Communication**

Notes: All not applicable for mobile application “Support”

## **Chapter 7: ICT with Video Capabilities**

Notes: All not applicable for mobile application “Support”

## **Chapter 8: Hardware**

Notes: All not applicable for mobile application “Support”

## **Chapter 9: Web (see WCAG 2.x section)**

Notes: All not applicable for mobile application “Support”

## **Chapter 10: Non-web Documents**

Notes: All not applicable for mobile application “Support”

## **Chapter 11: Software**

Notes:

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>11.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	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	Support	
11.5.2.4 Assistive technology	Support	
11.5.2.5 Object information	Support	
11.5.2.6 Row, column, and headers	Support	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Support	
11.5.2.8 Label relationships	Support	
11.5.2.9 Parent-child relationships	Support	
11.5.2.10 Text	Support	
11.5.2.11 List of available actions	Support	
11.5.2.12 Execution of available actions	Support	
11.5.2.13 Tracking of focus and selection attributes	Support	
11.5.2.14 Modification of focus and selection attributes	Support	
11.5.2.15 Change notification	Support	
11.5.2.16 Modifications of states and properties	Support	
11.5.2.17 Modifications of values and text	Support	
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Support	
11.6.2 No disruption of accessibility features	Support	
11.7 User preferences	Support	
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See <a href="#">WCAG 2.x</a> section (If not authoring tool, enter “Not Applicable”)	See information in <a href="#">WCAG 2.x</a> section
11.8.3 Preservation of accessibility information in transformations	NA	NA
11.8.4 Repair assistance	NA	NA
11.8.5 Templates	NA	NA

## **Chapter 12: Documentation and Support Services**

Notes:.

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Support	
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Support	
12.2.3 Effective communication	Support	
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## **Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: All not applicable for mobile application “Support”.

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This Accessibility Conformance Report is provided for informational purposes only. It reflects the results of the conformity assessment performed and might be subject to change.