



# **Nuance Accessibility Conformance Report**

## **Revised Section 508 Edition**

(Based on VPAT® Version 2.4)

**Name of Product/Version: Nuance Speech Software Recognizer Version 11 and Vocalizer version 7**

**Report Date: September 2018**

**Product Description: Nuance Speech software enables an IVR platform to interpret spoken words and phrases and it allows the IVR to speak back words or phrases to the caller. The software is only used by the IVR is not used or designed for end users.**

**Contact Information:**

**Notes:**

**Evaluation Methods Used: Manual testing and consultation wth developers and experts**

**Applicable Standards/Guidelines**

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (No) Level AA (No) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Electronic Docs: Software: Not Applicable Authoring Tool:	Electronic Docs: Software: Authoring Tool:
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u><a href="#">2.2.2 Pause, Stop, Hide</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u><a href="#">2.3.1 Three Flashes or Below Threshold</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u><a href="#">2.4.1 Bypass Blocks</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Not Applicable Electronic Docs: Authoring Tool:	Web: Electronic Docs: Authoring Tool:
<u><a href="#">2.4.2 Page Titled</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>4.1.1 Parsing</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>4.1.2 Name, Role, Value</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.4 Captions (Live)</u></b> (Level AA) Also applies to:	Web: Electronic Docs:	Web: Electronic Docs:



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable Authoring Tool:	Software: Authoring Tool:
<b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Not Applicable Electronic Docs: Authoring Tool:	Web: Electronic Docs: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Electronic Docs: Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Not Applicable Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Not Applicable Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Electronic Docs: Software: Not Applicable Authoring Tool:	Electronic Docs: Software: Authoring Tool:
<b><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">1.2.6 Sign Language (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.8 Media Alternative (Prerecorded)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.2.9 Audio-only (Live)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.6 Contrast (Enhanced)</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.7 Low or No Background Audio</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.8 Visual Presentation</a></b> (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
<b><a href="#">1.4.9 Images of Text (No Exception)</a></b> (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.2.3 No Timing</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.4.8 Location</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.3.5 Help</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Web:	Web:
Revised Section 508 – Does not apply		

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Users without vision are fully capable of using a voice solution
302.2 With Limited Vision	Supports	Users with limited vision are fully capable of using a voice solution
302.3 Without Perception of Color	Supports	Users without perception of color are fully capable of using a voice solution
302.4 Without Hearing	Supports	Nuance speech software directly interacts with IVR platforms which supports TTY functions for users without hearing.
302.5 With Limited Hearing	Supports	Nuance speech software directly interacts with IVR platforms which supports TTY functions for users without hearing.
302.6 Without Speech	Supports	Nuance speech software directly interacts with IVR platforms which supports DTMF tones so that users without speech can successfully navigate IVR functions.
302.7 With Limited Manipulation	Not Applicable	Nuance speech software does not require manipulation skills
302.8 With Limited Reach and Strength	Not Applicable	Nuance speech software does not require reach and strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Nuance speech software can be provided in multiple languages, and can be functional for IVR users with limited cognitive and learning abilities.

## Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">402 Closed Functionality</a></b>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<b><a href="#">403 Biometrics</a></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<b><a href="#">404 Preservation of Information Provided for Accessibility</a></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<b><a href="#">405 Privacy</a></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<b><a href="#">406 Standard Connections</a></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<b><a href="#">407 Operable Parts</a></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Nuance Speech Software is used by IVR



Criteria	Conformance Level	Remarks and Explanations
		platforms and not end user software.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.2 Modification of Object Information	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.3 Row, Column, and Headers	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.4 Values	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.5 Modification of Values	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.6 Label Relationships	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.7 Hierarchical Relationships	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.8 Text	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.9 Modification of Text	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.10 List of Actions	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.11 Actions on Objects	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.12 Focus Cursor	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.13 Modification of Focus Cursor	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.3.14 Event Notification	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
502.4 Platform Accessibility Features	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.

Criteria	Conformance Level	Remarks and Explanations
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
503.3 Alternative User Interfaces	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
<b><u>503.4 User Controls for Captions and Audio Description</u></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
503.4.2 Audio Description Controls	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
504.2.2 PDF Export	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
504.3 Prompts	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
504.4 Templates	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>601.1 Scope</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.
603.3 Accommodation of Communication Needs	Not Applicable	Nuance Speech Software is used by IVR platforms and not end user software.

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*