Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT[®] Version 2.4

Name of Product/Version: Zoom Outlook Plug-in (macOS)

Product Description: Zoom plug-in for Outlook for Windows and macOS allows users to schedule and edit meetings or start instant meetings from within the Outlook application.

Date: April 18, 2024

Contact information: access@zoom.us

Notes:

Evaluation Methods Used: The following testing was done on macOS Sonoma with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option and standard keyboard.

Applicable Standards/Guidelines

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

Standard/Guideline

Included In Report

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI) Page **11** of **33**

Web Content Accessibility Guidelines 2.0, at <u>http://www.w3.org/TR/2008/REC-WCAG20-20081211/</u>	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1 at <u>https://www.w3.org/TR/WCAG21/</u>	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	(Yes)
January 22, 2018	
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in	
Europe, - V2.1.2 (2018-08) at	(Yes)
https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf	

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. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

• EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

• Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.1.1 (Web)		
• 10.1.1.1 (Non-web document)		
 11.1.1.1.1 (Open Functionality Software) 	Supports	
 11.1.1.1.2 (Closed Functionality Software) 		
• 11.8.2 (Authoring Tool)		All non-text content provide text alternatives.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.1 (Web)		
• 10.1.2.1 (Non-web document)		
• 11.1.2.1.1 (Open Functionality Software)	Not applicable	The product does not contain audio-only or video-only
• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)		content.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A)		
Also applies to:	Not applicable	The product does not contain any pre-recorded content
EN 301 549 Criteria		
• 9.1.2.2 (Web)		

Criteria	Conformance Level	Remarks and Explanations
• 10.1.2.2 (Non-web document)		-
• 11.1.2.2 (Open Functionality Software)		
 11.1.2.2 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded)		
(Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.3 (Web)		
 10.1.2.3 (Non-web document) 		
 11.1.2.3.1 (Open Functionality Software) 		The product does not contain any pre-recorded content
• 11.1.2.3.2 (Closed Software)	Not Applicable	
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.1 (Web)		The product associates controls with their respective
• 10.1.3.1 (Non-web document)	Support	labels.
• 11.1.3.1.1 (Open Functionality Software)		
• 11.1.3.1.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.2 (Web)		
 10.1.3.2 (Non-web document) 		
 11.1.3.2.1 (Open Functionality Software) 		
 11.1.3.2.2 (Closed Software) 	Supports	The product employs a tab order that is logical and
• 11.8.2 (Authoring Tool)	Supports	follows the visual order of elements.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.3 (Web)		
 10.1.3.3 (Non-web document) 		The product does not rely solely on sensory
 11.1.3.3 (Open Functionality Software) 		
• 11.1.3.3 (Closed Software)	Supports	characteristics such as shape, size, visual location,
• 11.8.2 (Authoring Tool)	Supports	orientation, or sound to convey information about
• 12.1.2 (Product Docs)		content and elements.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
Also applies to:	Supports	The product does not convey information without solely
EN 301 549 Criteria		using color differences.
• 9.1.4.1 (Web)		

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.1 (Non-web document)		
 11.1.4.1 (Open Functionality Software) 		
• 11.1.4.1 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.2 Audio Control (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.2 (Web)		
• 10.1.4.2 (Non-web document)		
 11.1.4.2 (Open Functionality Software) 		
• 11.1.4.2 (Closed Software)	Not applicable	The product does not have automatically played audio
• 11.8.2 (Authoring Tool)	Not applicable	The product does not have automatically played audio.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.1.1 Keyboard (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.1.1 (Web)		
 10.2.1.1 (Non-web document) 		
 11.2.1.1.1 (Open Functionality Software) 	Supports	The product is fully keyboard accessible
• 11.2.1.1.2 (Closed Software)	Supports	
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A)		
Also applies to:		
EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product allows for keyboard navigation throughout the application without keyboard trap.
 2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply 	Not Applicable	The product does not support keyboard shortcuts
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software)	Not Applicable	The product does not have time-limited content.

Criteria	Conformance Level	Remarks and Explanations
 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
 2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not have content that automatically moves, blinks, scrolls, or auto-updates.
 2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1(Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not have flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	The product is not developed with markup languages.

Criteria	Conformance Level	Remarks and Explanations
Also applies to:		·
EN 301 549 Criteria		
• 9.2.4.1 (Web)		
 10.2.4.1 (Non-web document) – Does not apply 		
• 11.2.4.1 (Open Functionality Software) – Does not		
apply		
 11.2.4.1 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 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		
2.4.2 Page Titled (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.2 (Web)		
 10.2.4.2 (Non-web document) 		
 11.2.4.2 (Open Functionality Software) - Does not 		
apply		
 11.2.4.2 (Closed Software) – Does not apply 	Not Applicable	The product is not a web application
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
Also applies to:		The product supports a tab order that is consistent with
EN 301 549 Criteria	Supports	the visual order of the application.
• 9.2.4.3 (Web)		
10.2.4.3 (Non-web document)		

Criteria	Conformance Level	Remarks and Explanations
 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 2.4.4 Link Purpose (In Context) (Level A) Also applies to:		
Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	The product does not contain external links to web pages.
 2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply 	Supports	The product does not require any multi-point gestures in order to operate content.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to:	Not Applicable	The product does not use down-events to execute functions.

Criteria	Conformance Level	Remarks and Explanations
 EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 		
 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 		
Revised Section 508 – Does not apply 2.5.3 Label in Name (Level A 2.1 only)		
Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3 (Open Functionality Software) 11.2.5.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product uses programmatic labels that match the visual label of elements.
 2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply 	Not Applicable	The product does not contain any functionality that is triggered by gestures or by moving a device.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria	Supports	The product ensures that the language can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
• 9.3.1.1 (Web)		
• 10.3.1.1 (Non-web document)		
 11.3.1.1.1 (Open Functionality Software) 		
• 11.3.1.1.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.1 On Focus (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.1 (Web)		
• 10.3.2.1 (Non-web document)		
 11.3.2.1 (Open Functionality Software) 		
 11.3.2.1 (Closed Software) 	Supports	The product does not initiate changes of context upon the
• 11.8.2 (Authoring Tool)		focusing of elements.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.2.2 On Input (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.2 (Web)		
 10.3.2.2 (Non-web document) 	Supports	The product does not initiate changes of context upon
 11.3.2.2 (Open Functionality Software) 	Supports	user input.
• 11.3.2.2 (Closed Software)		user input.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.1 Error Identification (Level A)		
Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports with Exceptions	The product detects errors and displays error messages upon submitting invalid data. However, error messages are not shown if required fields are left incomplete, and instead buttons to proceed will be disabled until the required fields are completed.
 3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The product uses visible form labels that are associated with form controls.
 4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 	Not Applicable	The product is not a web application.

Criteria	Conformance Level	Remarks and Explanations
• 9.4.1.1 (Web)		
 10.4.1.1 (Non-web document) 		
 11.4.1.1.1 (Open Functionality Software) 		
 11.4.1.1.2 (Closed Software) 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.2 (Web)		
 10.4.1.2 (Non-web document) 		
 11.4.1.2.1 (Open Functionality Software) 		Most of the elements in the product provide the
 11.4.1.2.2 (Closed Software) 	ISUDDOTTS	necessary role, state, and value information to assistive
• 11.8.2 (Authoring Tool)		technologies.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
 1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 	Not Applicable	The product does not contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
• 10.1.2.4 (Non-web document)		
• 11.1.2.4 (Open Functionality Software)		
• 11.1.2.4 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.5 (Web)		
 10.1.2.5 (Non-web document) 		The product does not have multimedia content.
 11.1.2.5 (Open Functionality Software) 		
• 11.1.2.5 (Closed Software)	Not Applicable	
• 11.8.2 (Authoring 1001)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.4 (Web)		
 10.1.3.4 (Non-web document) 		The product does not restrict its view to a single display
	Not Applicable	orientation
• 11.1.3.4 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not applicable	The product is not a web application.

Criteria	Conformance Level	Remarks and Explanations
Also applies to:		•
EN 301 549 Criteria		
• 9.1.3.5 (Web)		
• 10.1.3.4 (Non-web document)		
 11.1.3.5 (Open Functionality Software) 		
• 11.1.3.5 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.3 (Web)		
 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 		
 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 	Supports	The product follows the minimal color contrast ratio for
 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 	Supports	the text over the background.
 11.8.2 (Authorning 1001) 12.1.2 (Product Docs) 		
 12.1.2 (Froduct Docs) 12.2.4 (Support Docs) 		
Revised Section 508		
 501 (Web)(Software) 		
 501 (Web)(Software) 504.2 (Authoring Tool) 		
 602.3 (Support Docs) 		
1.4.4 Resize text (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.4 (Web)		
• 10.1.4.4 (Non-web document)		
	Supports	The product use frameworks that support the resizing of
• 11.1.4.4.2 (Closed Software)		text.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.5 (Web)		
• 10.1.4.5 (Non-web document)		
 11.1.4.5.1 (Open Functionality Software) 		
• 11.1.4.5.2 (Closed Software)	Supports	The product uses text rather than images of text to
• 11.8.2 (Authoring Tool)	Supports	present information.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.10 (Web)		
• 10.1.4.10 (Non-web document)		The much set does not acquire conclling in two dimensions
• 11.1.4.10.1 (Open Functionality Software)	Supports	The product does not require scrolling in two dimensions
• 11.1.4.10.2 (Closed Software)		to present content without loss of information.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		The product follows the 3:1 minimal contrast ratio for the
• 9.1.4.11 (Web)	Supports	visual presentation UI components against adjacent
• 10.1.4.11 (Non-web document)	Supports	colors.
 11.1.4.11 (Open Functionality Software) 		
• 11.1.4.11 (Closed Software)		
• 11.8.2 (Authoring Tool)		

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.12 Text Spacing (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.12 (Web)		
• 10.1.4.12 (Non-web document)		
 11.1.4.12 (Open Functionality Software) 	Not Applicable	The product is not implemented with markup languages.
• 11.1.4.12 (Closed Software)		In product is not implemented with markup languages.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.13 (Web)		
 10.1.4.13 (Non-web document) 		The product does not utilize the on house or on focus
 11.1.4.13 (Open Functionality Software) 	Not Applicable	The product does not utilize the on hover or on focus technique.
• 11.1.4.13 (Closed Software)		lechnique.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.5 (Web)		
 10.2.4.5 (Non-web document) – Does not apply 		
 11.2.4.5 (Open Functionality Software) – Does not apply 	Not applicable	The product is not a web application.
 11.2.4.5 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		

Criteria	Conformance Level	Remarks and Explanations
 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		
2.4.6 Headings and Labels (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.6 (Web)		
• 10.2.4.6 (Non-web document)		
 11.2.4.6 (Open Functionality Software) 		
• 11.2.4.6 (Closed Software)	Supports	The product utilizes headings and labels to describe
• 11.8.2 (Authoring Tool)	Supports	elements
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA)		
Also applies to:		The product provides a visible focus indicator when elements receive keyboard focus.
EN 301 549 Criteria		
• 9.2.4.7 (Web)		
• 10.2.4.7 (Non-web document)		
• 11.2.4.7 (Open Functionality Software)		
• 11.2.4.7 (Closed Software)	Supports	
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA)		
Also applies to:		
EN 301 549 Criteria	Not Applicable	The product does not contain alternate languages in parts
• 9.3.1.2 (Web)		of the UI.
• 10.3.1.2 (Non-web document)		

Criteria	Conformance Level	Remarks and Explanations
 11.3.1.2 (Open Functionality Software) – Does not apply 		
 11.3.1.2 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.3 (Web)		
 10.3.2.3 (Non-web document) – Does not apply 		The product is not a web application.
 11.3.2.3 (Open Functionality Software) – Does not apply 		
 11.3.2.3 (Closed Software) – Does not apply 	Not Applicable	
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 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 		
3.2.4 Consistent Identification (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.4 (Web)		
 10.3.2.4 (Non-web document) – Does not apply 		
 11.3.2.4 (Open Functionality Software) – Does not apply 		
 11.3.2.4 (Closed Software) – Does not apply 	Supports	The product uses consist of components all throughout.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) – Does not apply to non-web software 		
• 504.2 (Authoring Tool)		

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.3 (Web)		
• 10.3.3.3 (Non-web document)		
 11.3.3.3 (Open Functionality Software) 		
• 11.3.3.3 (Closed Software)	Supports	The product provides error suggestions for input errors
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
Also applies to:		
EN 301 549 Criteria		The product does not cause legal commitments or financial transactions for the user.
• 9.3.3.4 (Web)		
• 10.3.3.4 (Non-web document)		
• 11.3.3.4 (Open Functionality Software)		
• 11.3.3.4 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only)		
Also applies to:	Supports	The product announces the status message to assistive
	Supports	technologies
EN 301 549 Criteria		
• 9.4.1.3 (Web)		

Criteria	Conformance Level	Remarks and Explanations
 10.4.1.3 (Non-web document) – Does not apply 		
 11.4.1.3 (Open Functionality Software) – Does not apply 		
 11.4.1.3 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
		The product provides functions that can be used by users without
302.1 Without Vision		vision. The majority of the features and content in the product is
		keyboard and screen reader accessible.
	Supports	
302.2 With Limited Vision		Most of the product is accessible to users with low vision.
	Supports	
302.3 Without Perception of Color		The product can be used without the perception of color.
	Supports	
302.4 Without Hearing		The product can be used without the use of hearing.
302.5 With Limited Hearing	Supports	The product can be used without the use of hearing.
		ine product can be used without the use of nearing.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	The product can be fully operated without the use of speech.
302.7 With Limited Manipulation	Supports	The product provides keyboard-accessible functions to ensure that the product is usable with limited manipulation.
302.8 With Limited Reach and Strength	Supports	The product is fully functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities		The product is functional for users with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <u>WCAG 2.x</u> section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt or disable operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		The product provides the necessary role, state, and value information to assistive technologies.
502.3.2 Modification of Object Information		The product provides assistive technologies with the ability to modify states and properties of all applicable objects.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	The product does not make use of tables.
502.3.4 Values	Supports	All values can be programmatically determined by assistive technologies
502.3.5 Modification of Values	Supports	The product allows assistive technologies to modify values of all applicable objects.
502.3.6 Label Relationships	Supports	All controls are programmatically associated with their respective labels.
502.3.7 Hierarchical Relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
502.3.8 Text	Supports	The product ensures that all text can be programmatically determined by assistive technologies.
502.3.9 Modification of Text	Supports	The product allows assistive technologies to modify all applicable texts.
502.3.10 List of Actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies
502.3.11 Actions on Objects	Supports	The product ensures that elements make available their actions to assistive technologies.
502.3.12 Focus Cursor	Supports	The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times.
502.3.13 Modification of Focus Cursor	Supports	The product allows assistive technologies to control the focus and selection cursor on all controls.
502.3.14 Event Notification	Supports	The product announces the status message to assistive technologies

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Not applicable	This product is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product support user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	The product does not provide an alternate user interface that functions as an assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	The product does not offer media playback
503.4.2 Audio Description Controls	Not applicable	The product does not offer media playback
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <u>WCAG 2.x</u> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not applicable	This product does not export to PDF.
504.3 Prompts	Not applicable	The product does not offer content authoring.
504.4 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 6: Support Documentation and Services

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in
002.4 Alternate Formats for Non-Electronic Support Documentation		electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
603.3 Accommodation of Communication Needs	Support	Zoom support services accommodate the diverse needs of individuals with disabilities.

EN 301 549 Report

Notes:

Chapter 4: <u>4.2 Functional Performance Statements</u> (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		The product provides functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible.
4.2.2 Usage with limited vision	Supports	The product is accessible to users with low vision.
4.2.3 Usage without perception of colour	Supports	The product can be used without the perception of color.
4.2.4 Usage without hearing	Supports	The product can be used without the use of hearing.
4.2.5 Usage with limited hearing	Supports	The product can be used without the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.6 Usage without vocal capability	Supports	The product can be fully operated without the use of speech.
4.2.7 Usage with limited manipulation or strength	Supports	The product is fully functional with limited strength.
4.2.8 Usage with limited reach	Supports	The product is fully functional with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content that might trigger seizures.
4.2.10 Usage with limited cognition	Supports	The product is functional for users with limited language, cognitive, and learning abilities.
4.2.11 Privacy	Supports	The product has accessibility components that maintain users' privacy.

Chapter <u>5: Generic Requirements</u>

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	[Not Applicable]	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product is not closed software
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed software
5.1.3.3 Auditory output correlation	Not applicable	The product is not closed software
5.1.3.4 Speech output user control	Not applicable	The product is not closed software
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed software

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed software
5.1.3.7 Speech output for video information	Not applicable	The product is not closed software
5.1.3.8 Masked entry	Not applicable	The product is not closed software
5.1.3.9 Private access to personal data	Not applicable	The product is not closed software
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed software
5.1.3.11 Private listening	Not applicable	The product is not closed software
5.1.3.12 Speaker volume	Not applicable	The product is not closed software
5.1.3.13 Volume reset	Not applicable	The product is not closed software
5.1.3.14 Spoken languages	Not applicable	The product is not closed software
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed software
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed software
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed software
5.1.5 Visual output for auditory information	Not applicable	The product is not closed software
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	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	Not applicable	The product is not closed software
5.2 Activation of accessibility features	Not applicable	The product is not closed software
5.3 Biometrics	Not applicable	The product does not use biometrics
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product is not hardware
5.5.2 Operable parts discernibility	Not applicable	The product is not hardware
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product is not hardware
5.6.2 Visual status	Not applicable	The product is not hardware
5.7 Key repeat	Not applicable	The product is not hardware
5.8 Double-strike key acceptance	Not applicable	The product is not hardware
5.9 Simultaneous user actions	Not applicable	The product is not hardware

Chapter <u>6: ICT with Two-Way Voice Communication</u>

Notes: Not applicable

Chapter 7: ICT with Video Capabilities

Notes: Not applicable

Chapter 8: Hardware

Notes: Not applicable

Chapter <u>9: Web</u>

Notes: (See WCAG section)

Chapter 10: Non-web Documents

Notes: Not applicable

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations
	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <u>WCAG 2.x</u> section	See information in WCAG section
	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
•	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17

Criteria	Conformance Level	Remarks and Explanations
11.3.2.3 Use of accessibility services	See 11.3.2.5 through 11.3.217	
11.3.2.4 Assistive technology	Not applicable	This product is not an assistive technology
11.3.2.5 Object information	Supports	The product provides the necessary role, state, and value information to assistive technologies.
11.3.2.6 Row, column, and headers	Supports	The product does not make use of tables.
11.3.2.7 Values	Supports	All values can be programmatically determined by assistive technologies
11.3.2.8 Label relationships	Supports	All controls are programmatically associated with their respective labels.
11.3.2.9 Parent-child relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
11.3.2.10 Text	Supports	The product ensures that all text can be programmatically determined by assistive technologies.
11.3.2.11 List of available actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.
11.3.2.12 Execution of available actions	Supports	The product ensures that elements make available their actions to assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports	The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times.
11.3.2.14 Modification of focus and selection attributes	Supports	The product utilizes visible focus indicators throughout the application to indicate where the keyboard focus is at all times.
11.3.2.15 Change notification	Supports	The product announces the status message to assistive technologies

Criteria	Conformance Level	Remarks and Explanations
11.3.2.16 Modifications of states and properties	Supports	The product allows assistive technologies to modify states and properties of all applicable objects.
11.3.2.17 Modifications of values and text	Supports	The product allows assistive technologies to modify all applicable texts.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.4.2 No disruption of accessibility features	Supports	The product supports user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
11.5 User preferences	Supports	The product supports user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See <u>WCAG 2.x</u> section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not applicable	The product does not provide authoring tools to convert content from one format to another.
11.6.4 Repair assistance	Does not support	The product does not offer accessibility repair assistance.
11.6.5 Templates	Not applicable	The product does not provide templates for content creation.

Chapter <u>12: Documentation and Support Services</u>

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.1.2 Accessible documentation	See <u>WCAG 2.x</u> section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.2.3 Effective communication	Supports	Zoom support services accommodate the diverse needs of individuals with disabilities.
12.2.4 Accessible documentation	See <u>WCAG 2.x</u> section	See information in WCAG section

Chapter <u>13: ICT Providing Relay or Emergency Service Access</u>

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.