

# Voluntary Product Accessibility Template® (VPAT®)

## Version 2.2 July 2018

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## About This Document

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

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

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

# Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

**Name of Product/Version:** Bloomsbury Fashion Business Cases

**Date:** December 04, 2018

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

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

## Applicable Standards/Guidelines

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

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

## Terms:

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

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

## WCAG 2.0 Report

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

Criteria	Conformance Level	Remarks and Explanations
<b>1.1.1 Non-text Content</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	Equivalent alternative text is given for most non-text elements. However, the alternative text is either inappropriate or incorrect for image links in Related Content, some graphical links in support pages, and graphical links on the Global Dress and Fashion Timeline.
<b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A) Also applies to: 2017 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>	Not Applicable	There are no videos in this product.
<b>1.2.2 Captions (Prerecorded)</b> (Level A) Also applies to: 2017 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>	Not Applicable	There are no videos in this product.
<b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A) Also applies to: 2017 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>	Not Applicable	There is no multimedia in this product.
<b>1.3.1 Info and Relationships</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>On the main content pages, content is correctly tagged to allow screen readers to properly identify the relevant information available in the application, so that visually impaired users are able to perceive the relationships between a particular element and its role easily.</p> <p>However, there are some exceptions:</p> <ul style="list-style-type: none"> <li>- On some of the About, Help and Subscriber Services pages the heading structure is not implemented properly.</li> <li>- Elsewhere, navigation links are incorrectly tagged as headers</li> <li>- Tables within articles are missing cell and row-header association</li> <li>- Within Business Case articles, the headings "Abstract" and "Table of Contents" headings are not tagged as heading for screen reader users</li> <li>- Screen reader user finds difficult to understand and navigate through result listing as searched titles are not marked as heading on search result page.</li> <li>- Screen reader does not read the search icon and it is not accessible using tab on Help page.</li> </ul>
<b>1.3.2 Meaningful Sequence</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	Throughout the website, sequence of content is meaningful and appropriate and does not affect the meaning of given content. Screen reader users can read the content present on page line by line, using up/down arrow keys. Screen readers read each paragraph of an article in the same reading order as visually seen on screen.
<b>1.3.3 Sensory Characteristics</b> (Level A) Also applies to: 2017 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>	Supports	Website contains very little content which depends upon the size, location, and shapes of an object to convey information to user, and these are equally understandable to screen reader user. For example in Help, under the topic 'To access your account' the text "click the Personal icon in the upper right-hand corner as seen in the image below" is easily understandable for the screen reader user as this link is labelled as "Sign in with personal account".
<b>1.4.1 Use of Color</b> (Level A) Also applies to: 2017 Section 508	Supports with Exceptions	Wherever color is used to indicate information on a page, such as bullet points, section headings, links, or buttons, the appropriate html tag is provided

Criteria	Conformance Level	Remarks and Explanations
<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>with an appropriate text label, and the screen reader can identify their correct role.</p> <p>However, there are a couple of instances where information is presented through color alone without textual explanation for screen reader users and color-blind users:</p> <ul style="list-style-type: none"> <li>- Screen reader does not read the selected state of Yes/No button in Help article feedback section which is shown via color.</li> </ul>
<p><b>1.4.2 Audio Control</b> (Level A) Also applies to: 2017 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>	Not Applicable	There are no audio files on the website which play automatically as soon as the page is launched.
<p><b>2.1.1 Keyboard</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>Most of the interactive elements and functionalities are accessible using the keyboard. However, there are instances where motor impaired users and screen reader users are not able to perform actions through keyboard.</p> <ul style="list-style-type: none"> <li>- Screen reader user is unable to access the citation overlay box using arrow keys on the article page.</li> <li>- Share link in footer section cannot be accessed via the keyboard.</li> </ul> <p>Keyboard-only testing has been done on sample pages of every page template, and alternative keyboard have been used to evaluate this criterion.</p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A) Also applies to: 2017 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>	Supports	The keyboard focus does not get trapped anywhere in the website. This criterion was tested manually using keyboard, and observed that focus does not get trapped anywhere in the website using tab, arrow, page up/down keys etc.
<p><b>2.2.1 Timing Adjustable</b> (Level A) Also applies to: 2017 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>	Not Applicable	There is no such activity in the website where the page time needs to be adjusted or extended.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A) Also applies to: 2017 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>	Not Applicable	There are no videos available in Bloomsbury Fashion Business Cases.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A) Also applies to: 2017 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>	Not Applicable	There are no elements on the website that flash more than 3 times per second.
<p><b>2.4.1 Bypass Blocks</b> (Level A) Also applies to: 2017 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>	Does Not Support	<p>'Skip to main content' link is implemented on incorrect location of page, just after 'Sign up' link, due to which a keyboard-only or screen reader user will face difficulty in locating it on first instance.</p> <p>Furthermore, the 'Skip to main content' link is also not working, due to which keyboard/Screen reader user cannot jump directly to the beginning of the main section of page in order to skip repetitive content.</p> <p>This issue is applicable throughout the website.</p>
<p><b>2.4.2 Page Titled</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	All pages in the website have a page title, which gives a sufficient description of the purpose of the page, except for the menu pages accessed via the Browse menu.
<p><b>2.4.3 Focus Order</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>In the majority of cases, the focus order moves in the correct sequence. Exceptions include:</p> <ul style="list-style-type: none"> <li>- Focus does not move to respective sections on selecting Table of Content links on business case article.</li> <li>- Voiceover focus moves to the browser back button on selecting any option from the dropdown on Sign Up page.</li> <li>- Screen reader focus shifts to the top of the page on selecting Add row button in 'Advance Search' feature.</li> <li>- Screen reader focus does not shift to respective sections on selecting same page links on the Terms and Conditions and How to Use pages.</li> </ul>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>The majority of links have link text which clearly identifies the purpose of link. However, there are couple of instances where link text is incorrect.</p> <ul style="list-style-type: none"> <li>- Link text is missing for the links under Connect and Share heading in footer section.</li> <li>- Link text is incorrect for the previous/next page links on search results page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		This criterion was validated manually using link navigation commands within a screen reader.
<b>3.1.1 Language of Page</b> (Level A) Also applies to: 2017 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>	Does Not Support	Users are able to identify and understand the language of the page content. However, HTML Lang <html lang="en"> attribute is missing on all web pages.
<b>3.2.1 On Focus</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	All the main site pages were manually tested: there are no interactive elements which are triggered automatically on receiving the focus, except for the header navigation menu, where the menu gets expanded automatically on tab focus.
<b>3.2.2 On Input</b> (Level A) Also applies to: 2017 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>	Supports	Change of context does not happen when user changes the setting of controls.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	Screen reader does not read the error messages automatically on submitting invalid forms on the ' <b>Advanced Search</b> ' and ' <b>Sign Up</b> ' page. However, screen reader users can navigate the page manually in order to read the error message.
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>There are instances where visually impaired users may find it difficult to understand the purpose of form fields:</p> <ul style="list-style-type: none"> <li>Contact Us page: the screen reader reads the same labelling 'Your Inquiry' for all checkboxes in the list</li> <li>Contact Us page: Captcha edit field is not labelled.</li> <li>Museum Collection (Victoria and Albert Museum): no text label is present for the edit field provided to enter page number on page.</li> <li>Editable fields on the 'Advanced search' page are not labelled properly.</li> </ul> <p>Users with motor and cognitive disabilities are able to understand the purpose of each input field without any confusion while navigating on page. For keyboard-only users, label text and related instructions are adjacent to their respective field and the user is able to relate it clearly while navigating using keyboard. For a user with cognitive disability, this information is meaningful to them while reading the page in a normal way without any assistive tool.</p>
<b>4.1.1 Parsing</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>We have validated the website using validator and came across few errors and warnings on code level.</p> <p>However, we have validated the things at UI/Platform level only and we did not observe any discrepancy wherein Assistive technologies are interpreting the content, which is totally irrelevant with the expected output.</p> <ul style="list-style-type: none"> <li>Attribute type not allowed on element label at this point.</li> <li>Attribute xmlns:xi not allowed here.</li> <li>Element description not allowed as child of element div in this context.</li> <li>The aria-labelledby attribute must point to an element in the same document.</li> </ul>
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: 2017 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>	Supports with Exceptions	<p>Most of the web elements have proper labels associated with their role and screen reader is recognizing them correctly with updated values. However, there are a few instances in the website, where screen reader is not reading the label and role.</p> <ul style="list-style-type: none"> <li>Screen reader reads toggle button associated with Hit Highlights as plain text on Business Case Article.</li> <li>Contact Us page: screen reader user is not notified on selecting 'Clear button'.</li> <li>Talkback in Android reads Filter toggle button in Search Result page as plain text instead of toggle button.</li> <li>Screen reader reads the toggle link "More/less" associated with list items as plain text on Browse navigation page.</li> </ul>

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

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Not Applicable	There are no live videos in the website.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) Also applies to: 2017 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>	Not Applicable	Bloomsbury Fashion Business Cases does not include any video.
<b>1.4.3 Contrast (Minimum)</b> (Level AA) Also applies to: 2017 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>	Supports with Exceptions	The color scheme is appropriate and color contrast ratio of almost all interactive elements is equal to or greater than the standard ratio 4.5:1. Exceptions: <ul style="list-style-type: none"> <li>Color contrast ratio of the links present on the Help page are less than the standard ratio i.e. 4.5:1.</li> <li>Color contrast ratio of the close link on all three save, cite and note dialog box is less than 4.5:1.</li> </ul>
<b>1.4.4 Resize text</b> (Level AA) Also applies to: 2017 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>	Supports	All elements and content of website are operable and readable when application pages resize up to 200%. Low-vision users can perform all necessary actions.
<b>1.4.5 Images of Text</b> (Level AA) Also applies to: 2017 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>	Not Applicable	There is no text presented in the form of an image in the website.
<b>2.4.5 Multiple Ways</b> (Level AA) Also applies to: 2017 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>	Does Not Support	There is no Sitemap, so users have to use standard navigation and search to access web pages on the site.
<b>2.4.6 Headings and Labels</b> (Level AA) Also applies to: 2017 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>	Supports	Headings and Labels provide sufficient information for understanding the purpose and context of the content. Users can easily perform desired actions on different web elements by reading the label of the respective element.  This criterion was tested manually using screen reader on sample pages of each content type.
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: 2017 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>	Supports	Tab focus is clearly visible on all of the interactive elements, and keyboard users can easily track their tab location on screen through the focus indicator which appears while navigating through tab key.  This criterion was tested manually, using keyboard.
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to: 2017 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>	Not Applicable	The content is in the English language only. There are no passages in the content where the language of the part needs to be defined.
<b>3.2.3 Consistent Navigation</b> (Level AA) Also applies to: 2017 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>	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page.  This criterion was tested manually using a screen reader.
<b>3.2.4 Consistent Identification</b> (Level AA) Also applies to: 2017 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>	Supports	Elements that have the same functionality across multiple web pages have the same labels or the same name: for example, header links and footer links. The screen reader recognizes such elements consistently throughout the site.
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: 2017 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>	Supports	Error messages are descriptive enough to understand the error and identify the location where the error is occurring.  This criterion was validated manually using screen reader.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: 2017 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>	Not Applicable	Bloomsbury Fashion Business Cases does not include forms relating to legal commitments or financial data.

**Table 3: Functional Performance Criteria (FPC)**

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	<p>Most areas of the site are accessible using screen readers, such as JAWS, NVDA and VoiceOver. However, errors in heading structure on support pages mean that visually impaired users will find it difficult to understand the hierarchical structure and relationship of content on page. There are few other site pages which do not fully support screen reader use. Examples:</p> <ul style="list-style-type: none"> <li>- On some of the About, Help and Subscriber Services pages the heading structure is not implemented properly.</li> <li>- Elsewhere, navigation links are incorrectly tagged as headers</li> <li>- Tables within articles are missing cell and row-header association</li> <li>- Within Business Case articles, the headings "Abstract" and "Table of Contents" headings are not tagged as heading for screen reader users</li> <li>- Screen reader user finds difficult to understand and navigate through result listing as searched titles are not marked as heading on search result page.</li> <li>- Screen reader does not read the search icon and it is not accessible using tab on Help page.</li> <li>- Contact Us page: the screen reader user is not notified on selecting 'Clear button'.</li> </ul>
302.2 With Limited Vision	Supports with Exceptions	<p>Content is easily readable when application pages resize up to 200%. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1. However, there are couple of instances where low vision users will find it difficult to recognize web elements as their color contrast ratio is less than the standard ratio.</p> <ul style="list-style-type: none"> <li>- The color contrast ratio of the links present on the Help page is less than the standard ratio i.e. 4.5:1.</li> <li>- The color contrast ratio of close link present in save, cite and note dialog box is less than 4.5:1.</li> </ul>
302.3 Without Perception of Color	Supports with Exceptions	<p>Wherever color is used to indicate information on a page, such as bullet points, section headings, links, or buttons, the appropriate html tag is provided with an appropriate text label, and the screen reader can identify their correct role. However, there are a couple of instances where information is presented through color alone without textual explanation for screen reader users and color-blind users, for example:</p> <ul style="list-style-type: none"> <li>- Screen reader does not read the selected state of Yes/No button in Help article feedback section which is shown via color.</li> </ul>
302.4 Without Hearing	Not Applicable	There is no multimedia on the site.
302.5 With Limited Hearing	Not Applicable	There is no multimedia on the site.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Supports with Exceptions	<p>User with limited manipulation can use an adaptive keyboard to navigate on page. Android and iOS user can use voice input feature to type in forms, and can also use the Switch Access feature for object navigation. However, there are certain areas where users may find difficulty due to interactive elements lacking tab focus, incorrect focus order and elements are working only with mouse event handlers as mentioned in 2.1.1 and 2.4.3 above.</p>
302.8 With Limited Reach and Strength	Supports with Exceptions	<p>There are instances where it is difficult to access interactive elements using tab key and arrow keys. This is a limitation for keyboard users to access the elements while navigating in tab sequence. Moreover, tab focus does not directly shift to the updated section of the application and it is a time-consuming process as keyboard users need to navigate all the way to updated content in order to access it.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>Many features in the website support users with cognitive disabilities well, for the following reasons:</p> <ol style="list-style-type: none"> <li>1. Website does not have any moving text/images/animations which disrupt in reading.</li> <li>2. Website does not have any multimedia which plays automatically and confuses the user.</li> <li>3. Website does not have any flashing elements.</li> <li>4. Each form field has clear label text.</li> </ol> <p>However, users with reading disabilities may have difficulties owing to the length and complexity of book chapters and paragraphs.</p>

**Table 4: Support Documentation and Services**

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Subscriber Services page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies.
602.3 Electronic Support Documentation	Supports	The Help Center includes information on content and functionality, and this is accessible to all users.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support information is provided online only, so no alternate format is required.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Subscriber Services page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies. This includes a link to the Contact Us page where users can use the form to raise technical queries and request for information regarding accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports with Exceptions	The Contact Us page allows users to contact customer support either via email or filling in the form. However, there is no specific support services available to meet the requirement of end users with disabilities.