Google Meet Accessibility Conformance Report
International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: VPAT2.4RevWCAG, EN-and 508 Google Meet

Report Date: March 16ᵗʰ, 2023

Product Description: Google Meet is a web application used for scheduling and hosting in-person meetings via audio, video and chat features.

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Notes: This evaluation was performed using NVDA and Chrome Browser.

Evaluation Methods Used/Detailed Scope:

This report was created by evaluating several 'User Journeys' detailing common usage and experiences for users of the product.

User Journey	Description
Join/Create - Accept an invite to a meeting	Join an unscheduled meeting - You check your chat and see that your boss needs you in a fire drill-type meeting. She says she is in the process of inviting you to a meeting. Get into this impromptu meeting.

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User Journey	Description
Join/Create - Talk to my colleagues	Start an unscheduled meeting - You and your boss have been having a conversation over chat/email. You want to clarify something that would be easier said in person, but you're not in the office. Begin a video call with your boss. Join a scheduled meeting with a code - It's 5 45 PM & you have a scheduled meeting "Quarterly Planning" at 6 00 PM. You need to join the meeting from home so people can see and hear you. Get into the meeting.
Join/Create - Join a meeting when I have bad wifi	Join a meeting via a phone number - You want to join a sync with your co-worker, in the Q2 milestones and goals meeting, but the WiFi is spotty. You're afraid that the audio will be poor and you want to make sure you can hear what is going on while seeing the participants or presentation.
Control - Troubleshoot my audio connection when it becomes poor	Switch from computer audio to phone audio - You are in the meeting and your WiFi becomes spotty. As a result, the audio gets choppy, but you still want to follow along with what is happening on screen. Can you please do what you would do next to maintain good quality audio in this meeting?
Control - Control whether I'm seen/heard in the meeting	Turn off my video - Your partner comes into the room to ask you a question, you want to turn off your camera to not distract from the meeting. Tturn off your camera. Mute my mic - Your dog is barking in the background, so you want to mute your microphone, so it doesn't interfere with the meeting. Mute your microphone.
Control - Make sure everyone can hear clearly in the meeting	Mute someone causing noise - Your colleague has a lot of noise coming in over their connection. You've already tried letting them know in every way you know how, but they're not responding. Mute your colleague so that everyone on the call does not hear the noise.
Control - Run an inclusive meeting	Add someone to the meeting - You realize your colleague should really be on this call. Add your colleague to this meeting.
Control - Make sure I'm out of my meeting	Hang up - You need to run to another meeting and want to exit the call. Do what you would normally do in this situation.
Control - Know who else is in the meeting	Look for a list of meeting participants - You're curious to see who is in the meeting, and you want to make sure everyone who's supposed to be here is here. Find out all the people who are in the meeting.
Control - Know who is speaking in the meeting	Look for audio indicator of who is speaking - Someone's talking, but you don't immediately recognize their voice. Demonstrate how you are able to tell who is currently speaking

User Journey	Description
Control - See the most relevant content in a meeting	Pin person - You wanted to share some data and you want to see Courtney's reaction to your insights. Make her video take up the full feed. Unpin person - Change it back to default where whoever talks their screen becomes the main screen.
Control - Control how I'm represented in video	Change/blur my background - You're working from home and you don't want to clean up before a meeting. Blur your real-life background before joining the meeting.
Present - Make sure others can see what's on my screen	Present content to meeting - Your boss asks for you to show an analysis you've been working on ("Graphs & Charts"). Walk everyone through the document in 'real time' so they can see where your cursor is pointing. Stay connected to phone audio.

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 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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 2.0 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. ● **Controls, Input**: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) ● **Time-Based Media**: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) ● **Test**: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.	Partially Supports	Most of the non-text content have text alternatives or has a text alternate that serve equivalent purpose. However, there is an exception: ● Some decorative images are not hidden from screen readers on the Meet Landing page in the 'Join/Create - Talk to my colleagues' user journey.

Criteria	Conformance Level	Remarks and Explanations
● **Sensory**: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. ● **CAPTCHA**: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. ● **Decoration, Formatting, Invisible**: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: ● **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. ● **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Not Applicable	There is no prerecorded video on the tested user journeys.
1.2.2 Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	There is no prerecorded audio in the tested user journeys, therefore no captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	There is no prerecorded video in the tested user journeys, therefore no audio description.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports	Most of the info and relationships are presented in a programmatically determined way expect for the following: ● Some visual headings in total are not structured as headings in the 'Join/Create - Talk to my colleagues', 'Present - Make sure others can see what's on my screen' and 'Control - Make sure I'm out of my meeting' user journeys
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Partially Supports	Most content is presented in a meaningful way that can be programmatically determined. However, there are exceptions: ● A button's name is hidden from assistive technology on the 'Control - Run an inclusive meeting' user journey ● An informative icon is hidden from assistive technology on the 'Control - Know who else is in the meeting' user journey ● Some content is not readable by screen reader in a browser window on the 'Present - Make sure others can see what's on my screen' user journey.
1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. *Note:* For requirements related to color, refer to Guideline 1.4.	Supports	
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	

Criteria	Conformance Level	Remarks and Explanations
Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.		
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Supports	

2.1.1 Keyboard (Level A)
All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.
    Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.
    Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.
	Partially Supports	Keyboard navigation is well-supported across Meet, with one exception:
		    A device-dependent event handler is used for a tooltip on the 'Control - Control how I'm represented in video' user journey.

2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: ● **Turn off:** A mechanism is available to turn the shortcut off; ● **Remap:** A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt); ● **Active only on focus:** The keyboard shortcut for a user interface component is only active when that component has focus.	Supports	
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: ● **Turn off:** The user is allowed to turn off the time limit before encountering it; or ● **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or ● **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or ● **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or ● **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or ● **20 Hour Exception:** The time limit is longer than 20 hours.	Partially Supports	Adjustable timing is supported across the site. However, there are exceptions: ● A notification appears and disappears without the ability to adjust it on the 'Control - Make sure everyone can hear clearly in the meeting' user journey. ● A timer on closing a meeting cannot be paused or stopped in the 'Control - Make sure I'm out of my meeting' user journey.
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: ● **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is	Supports	

Criteria	Conformance Level	Remarks and Explanations
a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and ● **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. *Note 1:* For requirements related to flickering or flashing content, refer to Guideline 2.3. *Note 2:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. *Note 3:* Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. *Note 4:* An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.		
[2.3.1 Three Flashes or Below Threshold](#) (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	
2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.	Partially Supports	Page titles are well supported across Meet. However, there is an exception: ● The page title for the 'left meeting' page does not identify the purpose of the page in the 'Control - Make sure I'm out of my meeting' user journey.
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	Focus order is supported across Meet except for the following: ● Keyboard focus is not maintained in modals on the 'Join/Create - Join a meeting when I have bad wifi' user journey. ● Keyboard focus is not logical for element in the 'Control - Know who else is in the meeting' user journey. ● When a modal is closed, focus does not return to the trigger on the 'Join/Create - Join a meeting when I have bad wifi', 'Control - Control how I'm represented in video' and 'Present - Make sure others can see what's on my screen' user journeys.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	
2.5.1 Pointer Gestures (Level A 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true: ● **No Down-Event:** The down-event of the pointer is not used to execute any part of the function; ● **Abort or Undo:** Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; ● **Up Reversal:** The up-event reverses any outcome of the preceding down-event; ● **Essential:** Completing the function on the down-event is essential.	Supports	
2.5.3 Label in Name (Level A 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	
2.5.4 Motion Actuation (Level A 2.1 only) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: ● **Supported Interface:** The motion is used to operate functionality through an accessibility supported interface; ● **Essential:** The motion is essential for the function and doing so would invalidate the activity.	Supports	
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Supports	
3.2.1 On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	Supports	
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Partially Supports	Change of context does not occur automatically without advising the user of the change across Meet, with the following exceptions:

Criteria	Conformance Level	Remarks and Explanations
		● A label is not persistent on the 'Control - Run an inclusive meeting' and 'Join/Create - Talk to my colleagues' user journeys.
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports	
4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. *Note:* Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	Partially Supports	Most content is implemented with proper markup in Meet, with the following exceptions: ● An interactive control is nested on the 'Control - Run an inclusive meeting' user journey. ● A menu lacks a menuitem as its first descendant on the 'Join/Create - Talk to my colleagues', 'Control - See the most relevant content in a meeting' and 'Present - Make sure others can see what's on my screen' user journeys.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. *Note:* This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.	Partially Supports	User interface components have proper name, role and value across Meet with the following exceptions: ● A state for a control is missing on the 'Control - Know who else is in the meeting' and 'Control - Run an inclusive meeting' user journeys.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not applicable	Google Meet contains no prerecorded video.
1.3.4 Orientation (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when: ● The input field serves a purpose identified in the Input Purposes for User Interface Components section; and ● The content is implemented using technologies with support for identifying the expected meaning for form input data.	Supports	
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: ● **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; ● **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. ● **Logotypes:** Text that is part of a logo or brand name has no contrast requirement.	Partially Supports:	The visual presentation of text and images meets or exceeds contrast ratios across Meet except on the following: ● A small block of text on the 'Join/Create - Accept an invite to a meeting' user journey. ● Some button text on hover or focus on the 'Join/Create - Accept an invite to a meeting' and 'Present- Make sure others can see what's on my screen' user journeys.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Partially Supports	Resizing is supported across Meet. However, there are exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• Some content is lost when zooming on the 'Present - Make sure others can see what's on my screen', and 'Control - Control how I'm represented in video' user journeys. • Some functionality is lost when zooming on the 'Join/Create - Accept an invite to a meeting' user journey.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • **Customizable:** The image of text can be visually customized to the user's requirements; • **Essential:** A particular presentation of text is essential to the information being conveyed. *Note:* Logotypes (text that is part of a logo or brand name) are considered essential.	Supports	
1.4.10 Reflow (Level AA 2.1 only) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require two-dimensional layout for usage or meaning.	Partially Supports	Content can be presented without loss of information or functionality across Meet, with the exception of: • Content overlaps content on a flyout in the 'Control - Control how I'm represented in video' user journey. • Content overlaps content on the start page for 'Join/Create - Accept an invite to a meeting' user journey. • Content overlaps content on the page in the ' Present - Make sure others can see what's on my screen' user journey.

Criteria	Conformance Level	Remarks and Explanations
		● Content does not reflow to fit the screen in the ' Present - Make sure others can see what's on my screen' user journey.
1.4.11 Non-text Contrast (Level AA 2.1 only) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): ● **User Interface Components:** Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; ● **Graphical Objects:** Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Partially Supports	The Meet application does support 1.4.11 Non-text Contrast. However there are exceptions. There are active components whose states are lacking 3 to 1 contrast on keyboard focus for the following user journeys: ● Control - Run an inclusive meeting ● Join/Create - Accept an invite to a meeting ● Present - Make sure others can see what's on my screen ● Join/Create - Talk to my colleagues ● Join/Create - Join a meeting when I have bad wifi ● Control - Know who else is in the meeting ● Control - See the most relevant content in a meeting ● Control - Control how I'm represented in video
1.4.12 Text Spacing (Level AA 2.1 only) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: ● Line height (line spacing) to at least 1.5 times the font size; ● Spacing following paragraphs to at least 2 times the font size;	Supports	

Criteria	Conformance Level	Remarks and Explanations
● Letter spacing (tracking) to at least 0.12 times the font size; ● Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.		
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: ● **Dismissible:** A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; ● **Hoverable:** If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; ● **Persistent:** The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.	Partially Supports	The majority of content on hover or focus is accessible across Meet, except for the following: ● Notification does not remain persistent in the 'Control - Control whether I'm seen/heard in the meeting' user journey. ● Tooltip content is not hoverable in one flyout in the 'Control - Control how I'm represented in video' user journey.
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Headings and labels are supported across Meet, except for the following: ● Some buttons have the same name but different actions on the 'Control - Control how I'm represented in video' and 'Control - Know who else is in the meeting' user journeys.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	Focus is visible and supported across Meet, except for the following: ● One image link in the 'Join/Create - Accept an invite to a meeting' user journey.
3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	
3.3.3 Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: ● **Reversible:** Submissions are reversible. ● **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. ● **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	
4.1.3 Status Messages (Level AA 2.1 only) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that	Partially Supports	Status messages are automatically announced across Meet with the following exceptions:

Criteria	Conformance Level	Remarks and Explanations
they can be presented to the user by assistive technologies without receiving focus.		• Some status changes are not announced in the 'Present - Make sure others can see what's on my screen', 'Control - Make sure I'm out of my meeting' and 'Control - Know who is speaking in the meeting' user journeys.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Sign language interpretation is provided for all prerecorded audio content in synchronized media.	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA) An alternative for time-based media that presents equivalent information for live audio-only content is provided.	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only) In content implemented using markup languages, the purpose of User Interface Components, icons, and regions can be programmatically determined.	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
● **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; ● **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. ● **Logotypes:** Text that is part of a logo or brand name has no contrast requirement.		
1.4.7 Low or No Background Audio (Level AAA) For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: ● **No Background:** The audio does not contain background sounds. ● **Turn Off:** The background sounds can be turned off. ● **20 dB:** The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) For the visual presentation of blocks of text, a mechanism is available to achieve the following: 1. Foreground and background colors can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. 5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) (Level AAA) Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. *Note:* Logotypes (text that is part of a logo or brand name) are considered essential.	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.	Not Evaluated	
2.2.3 No Timing (Level AAA) Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.	Not Evaluated	
2.2.4 Interruptions (Level AAA) Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only) Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.	Not Evaluated	
2.3.2 Three Flashes (Level AAA) Web pages do not contain anything that flashes more than three times in any one second period.	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only) Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.	Not Evaluated	
2.4.8 Location (Level AAA) Information about the user's location within a set of Web pages is available.	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations

2.4.10 Section Headings (Level AAA)
Section headings are used to organize the content.
   Note 1: "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content.
   Note 2: This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2.
	Not Evaluated	

2.5.5 Target Size (Level AAA 2.1 only) The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: ● **Equivalent:** The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; ● **Inline:** The target is in a sentence or block of text; ● **User Agent Control:** The size of the target is determined by the user agent and is not modified by the author; ● **Essential:** A particular presentation of the target is essential to the information being conveyed.	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.	Not Evaluated	
3.1.3 Unusual Words (Level AAA) A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.	Not Evaluated	
3.1.4 Abbreviations (Level AAA) A mechanism for identifying the expanded form or meaning of abbreviations is available.	Not Evaluated	
3.1.5 Reading Level (Level AAA) When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
3.1.6 Pronunciation (Level AAA) A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Not Evaluated	
3.2.5 Change on Request (Level AAA) Changes of context are initiated only by user request or a mechanism is available to turn off such changes.	Not Evaluated	
3.3.5 Help (Level AAA) Context-sensitive help is available.	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) For Web pages that require the user to submit information, at least one of the following is true: ● **Reversible:** Submissions are reversible. ● **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. ● **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Not Evaluated	

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Web: Partially Supports	Web: Most functions of the product are usable without vision. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.2 Page titled, ● 2.4.3 Focus order ● 2.4.6 Headings and labels, ● 4.1.1 Parsing ● 4.1.2 Name, role, value

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Web: Partially Supports	Web: Most functions of the product are usable with limited vision. Exceptions are noted in: • 1.1.1 Non-text content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.3.2 Labels or instructions • 4.1.2 Name, role, value
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Web: Partially Supports	Web: Most functions of the product are usable without perception of color. Exceptions are noted in: • 1.4.3 Contrast (minimum)
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Web: Partially Supports	Web: Most functions of the product are usable without use of hearing. Exceptions are noted in: • 1.1.1 Non-text content

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Web: Partially Supports	Web: Most functions of the product are usable limited hearing. Exceptions are noted in: ● 1.1.1 Non-text content
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
302.7 With Limited Manipulation Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Web: Partially Supports	Web: Most functions are usable by people with limited reach and strength. Exceptions are noted in: ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.2 Page titled ● 2.4.3 Focus order ● 2.4.6 Headings and labels ● 2.4.7 Focus visible ● 4.1.1 Parsing ● 4.1.2 Name, role, value

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls. Exceptions include: 1.1.1 Non-text content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 2.1.1 Keyboard 2.2.1 Timing adjustable 2.2.1 Timing adjustable 2.4.2 Page titled 2.4.3 Focus order 2.4.6 Headings and labels 2.4.7 Focus visible 3.3.2 Labels or instructions 4.1.1 Parsing 4.1.2 Name, role, value

Chapter 4: [Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	See WCAG 2.1 section	
502.2.2 No Disruption of Accessibility Features	See WCAG 2.1 section	
502.3 Accessibility Services	See WCAG 2.1 section	Heading cell – no response required
502.3.1 Object Information	See WCAG 2.1 section	
502.3.2 Modification of Object Information	See WCAG 2.1 section	
502.3.3 Row, Column, and Headers	See WCAG 2.1 section	
502.3.4 Values	See WCAG 2.1 section	
502.3.5 Modification of Values	See WCAG 2.1 section	
502.3.6 Label Relationships	See WCAG 2.1 section	
502.3.7 Hierarchical Relationships	See WCAG 2.1 section	
502.3.8 Text	See WCAG 2.1 section	
502.3.9 Modification of Text	See WCAG 2.1 section	
502.3.10 List of Actions	See WCAG 2.1 section	
502.3.11 Actions on Objects	See WCAG 2.1 section	
502.3.12 Focus Cursor	See WCAG 2.1 section	
502.3.13 Modification of Focus Cursor	See WCAG 2.1 section	
502.3.14 Event Notification	See WCAG 2.1 section	
502.4 Platform Accessibility Features	See WCAG 2.1 section	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	See WCAG 2.1 section	
503.4.2 Audio Description Controls	See WCAG 2.1 section	
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 WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This functionality was not covered in the user flows tested.
504.2.2 PDF Export	Not Applicable	This functionality was not covered in the user flows tested.
504.3 Prompts	See WCAG 2.1 section	
504.4 Templates	See WCAG 2.1 section	

Chapter 6: Support Documentation and Services

Notes: Not Applicable

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.	Web: Partially Supports	Web: Most functions of the product are usable without vision. Exceptions are noted in:

Criteria	Conformance Level	Remarks and Explanations
Note: Audio and tactile user interfaces may contribute towards meeting this clause.		1.1.1 Non-text content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 2.1.1 Keyboard 2.2.1 Timing adjustable 2.4.2 Page titled, 2.4.3 Focus order 2.4.6 Headings and labels, 4.1.1 Parsing 4.1.2 Name, role, value

4.2.2 Usage with limited vision
Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.
    Note 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.
    Note 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
    Note 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).
	Web: Partially Supports	Web: Most functions of the product are usable with limited vision.
		
		Exceptions are noted in: 1.1.1 Non-text content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.4.3 Contrast (minimum) 1.4.4 Resize text 2.1.1 Keyboard 2.2.1 Timing adjustable 2.4.2 Page titled 2.4.3 Focus order 2.4.6 Headings and labels 2.4.7 Focus visible 3.3.2 Labels or instructions 4.1.2 Name, role, value

Criteria	Conformance Level	Remarks and Explanations

4.2.3 Usage without perception of colour
Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.
    Note: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
	Web: Partially Supports	Web: Most functions of the product are usable without perception of color.
		
		Exceptions are noted in:
		
		   ● 1.4.3 Contrast (minimum)

4.2.4 Usage without hearing Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing. *Note*: Visual and tactile user interfaces may contribute towards meeting this clause.	Web: Supports	Web: The functions of the product are usable without use of hearing.

4.2.5 Usage with limited hearing
Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.
    Note 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.
    Note 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).
	Web: Supports	Web: The functions of the product are usable limited hearing.

4.2.6 Usage with no or limited vocal capability
Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.
    Note 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.
    Note 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.
	Web: Supports (Not Applicable)	Web: The product does not require the use of speech

4.2.7 Usage with limited manipulation or strength Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength. *Note 1*: Examples of operations that users may not be able to perform include those that require fine motor control, path	Web: Partially Supports	Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls. Exceptions are noted in:

Criteria	Conformance Level	Remarks and Explanations
dependent gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions. *Note 2*: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause. *Note 3*: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.		2.1.1 Keyboard 2.2.1 Timing adjustable 2.4.2 Page titled 2.4.3 Focus order, 2.4.6 Headings and labels 2.4.7 Focus visible 4.1.1 Parsing 4.1.2 Name, role, value
4.2.8 Usage with limited reach Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users. *Note*: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.	Web: Supports (Not Applicable)	Web: The Meet application is not a free-standing or installed product.
4.2.9 Minimize photosensitive seizure triggers Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures. *Note*: Limiting the area and number of flashes per second may contribute towards meeting this clause.	Web: Supports (Not Applicable)	Web: The Meet application does not contain flashing content or media.

4.2.10 Usage with limited cognition, language or learning
Some users will need the ICT to provide features that make it simpler and easier to use.
    Note 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.
    Note 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.
	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls.
		
		Exceptions include:

Criteria	Conformance Level	Remarks and Explanations
		1.1.1 Non-text content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 2.1.1 Keyboard 2.2.1 Timing adjustable 2.2.1 Timing adjustable 2.4.2 Page titled 2.4.3 Focus order 2.4.6 Headings and labels 2.4.7 Focus visible 3.3.2 Labels or instructions 4.1.1 Parsing 4.1.2 Name, role, value
4.2.11 Privacy Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility. *Note*: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.	Web: Supports (Not Applicable)	The Meet application does not provide any privacy features.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	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 *Note 1*: ICT may close some, but not all, of its functionalities. Only the closed functionalities have to conform to the requirements of clause 5.1. *Note 2*: The provisions within this clause are requirements for the closed functionality of ICT that replace those requirements in clauses 5.2 to 13 that specifically state that they do not apply to closed functionality. This may be because they relate to compatibility with assistive technology or to the ability for the user to adjust system accessibility settings in products with closed functionality (e.g. products that prevent access to the system settings control panel).	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology Where ICT has closed functionality, that closed functionality shall be operable without requiring the user to attach, connect or install assistive technology and shall conform to the generic requirements of clauses 5.1.3 to 5.1.6 as applicable. Personal headsets and induction loops shall not be classed as assistive technology for the purpose of this clause.	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 Audio output of visual information Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions. *Note 1*: Non-visual access may be in an audio form, including speech, or a tactile form. *Note 2*: The visual information needed to enable use of some functions may include operating instructions and orientation, transaction prompts, user input verification, error messages and non-text content.	Not Applicable	The product does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations

Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered:
a) either directly by a mechanism included in or provided with the ICT; or
b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision.
    Note 1: Mechanisms included in or provided with ICT may be, but are not limited to, a loudspeaker, a built-in handset/headset, or other industry standard coupled peripheral.
    Note 2: An industry standard connection could be a wireless connection.
    Note 3: Some users may benefit from the provision of an inductive loop.		

5.1.3.3 Auditory output correlation
Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.
    Note 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.
    Note 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.
	Not Applicable	The product does not have closed functionality.

5.1.3.4 Speech output user control Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements. *Note 1*: It is best practice to allow the user to pause speech output rather than just allowing them to interrupt it.	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
Note 2: It is best practice to allow the user to repeat only the most recent portion rather than requiring play to start from the beginning.		
5.1.3.5 Speech output automatic interruption Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins. *Note*: Where it is essential that the user hears the entire message, e.g. a safety instruction or warning, the ICT may need to block all user action so that speech is not interrupted.	Not Applicable	The product does not have closed functionality.
5.1.3.6 Speech output for non-text content Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.	Not Applicable	The product does not have closed functionality.
5.1.3.7 Speech output for video information Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content. *Note*: This speech output can take the form of an audio description or an auditory transcript of the video content.	Not Applicable	The product does not have closed functionality.
5.1.3.8 Masked entry Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output. *Note 1*: Masking characters are usually displayed for security purposes and include, but are not limited to, asterisks representing personal identification numbers. *Note 2*: Unmasked character output might be preferred when closed functionality is used, for example, in the privacy of the	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.		

5.1.3.9 Private access to personal data
Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user.
   Note 1: This requirement does not apply in cases where data is not defined as being private according to the applicable privacy policy or where there is no applicable privacy policy.
   Note 2: Non-private output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.
	Not Applicable	The product does not have closed functionality.

5.1.3.10 Non-interfering audio output Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.	Not Applicable	The product does not have closed functionality.
5.1.3.11 Private listening volume Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.	Not Applicable	The product does not have closed functionality.
5.1.3.12 Speaker volume Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA). *Note*: For noisy environments, 65 dBA may not be sufficient.	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user. *Note*: A feature to disable the volume reset function may be provided in order to enable the single-user exception to be met.	Not Applicable	The product does not have closed functionality.

5.1.3.14 Spoken languages
Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except:
  a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text;
  b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT's speech synthesizer;
  c) for displayed languages that cannot be selected using non-visual access;
  d) where the user explicitly selects a speech language that is different from the language of the displayed content.
	Not Applicable	The product does not have closed functionality.

5.1.3.15 Non-visual error identification Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.	Not Applicable	The product does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible. *Note*: The speech output may be provided by any element of the total ICT system.	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.4 Functionality closed to text enlargement Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier. The subtended angle, in degrees, may be calculated from: $\Psi = (180 \times H) / (\pi \times D)$ Where: ● Ψ is the subtended angle in degrees ● H is the height of the text ● D is the viewing distance ● D and H are expressed in the same units *Note*: The intent is to provide a mode of operation where text is large enough to be used by most users with low vision.	Not Applicable	The product does not have closed functionality.
5.1.5 Visual output for auditory information Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output. *Note*: This visual information can take the form of captions or text transcripts.	Not Applicable	The product does not have closed functionality.
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 Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus.	Not Applicable	The product does not have closed functionality.
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to	Not Applicable	The product does have specific documented accessibility features and allows preferences to be set for accessibility.

Criteria	Conformance Level	Remarks and Explanations
meet a specific need without relying on a method that does not support that need.		

5.3 Biometrics
 Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT.
     Note 1: Alternative means of user identification or for control of ICT could be non-biometric or biometric.
     Note 2: Biometric methods based on dissimilar biological characteristics increase the likelihood that individuals with disabilities possess at least one of the specified biological characteristics. Examples of dissimilar biological characteristics are fingerprints, eye retinal patterns, voice, and face.
	Not Applicable	Biometrics is not included in the product.

5.4 Preservation of accessibility information during conversion Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.	Not Applicable	The product does not convert content.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.	Not Applicable	The product has only non-mechanical operable parts, such as on-screen buttons, which do not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part. *Note*: One way of meeting this requirement is by making the operable parts tactilely discernible.	Not Applicable	The product has only non-mechanical operable parts, such as on-screen buttons.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of	Not Applicable	Tactile or auditory status is not included in the product.

Criteria	Conformance Level	Remarks and Explanations
operation where the status of the control can be determined either through touch or sound without operating the control. 　　*Note 1*: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used. 　　*Note 2*: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. Another example is the volume button on a pay telephone, which can be set at normal, loud, or extra loud volume.		
5.6.2 Visual status Where ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented. 　　*Note 1*: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used. 　　*Note 2*: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. An example of making the status of a control determinable is a visual status indicator on a keyboard.	Supports	Visual status of controls is discernible in the product.
5.7 Key repeat Where ICT has a key repeat function that cannot be turned off: 　　a) the delay before the key repeat shall be adjustable to at least 2 seconds; and 　　b) the key repeat rate shall be adjustable down to one character per 2 seconds.	Not Applicable	Key repeat functionality is not found in the product.
5.8 Double-strike key acceptance Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.	Not Applicable	Double -strike key acceptance is not found in the product.
5.9 Simultaneous user actions Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT.	Not Applicable	The product does not require simultaneous user actions to achieve any functionality.

Criteria	Conformance Level	Remarks and Explanations
Note: Having to use both hands to open the lid of a laptop, having to press two or more keys at the same time or having to touch a surface with more than one finger are examples of simultaneous user actions.		

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations

6.1 Audio bandwidth for speech
Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz.
    Note 1: For the purposes of interoperability, support of Recommendation ITU-T G.722 [i.21] is widely used.
    Note 2: Where codec negotiation is implemented, other standardized codecs such as Recommendation ITU-T G.722.2 [i.22] are sometimes used so as to avoid transcoding.		

6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required

6.2.1.1 RTT communication
Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT.
    Note 1: The RTT capability can be provided as a factory default or added later.
    Note 2: Provision of RTT may require additional service provision, additional hardware and/or software which may be provided separately or together.		

6.2.1.2 Concurrent voice and text Where ICT supports two-way voice communication in a specified context of use, and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation which allows concurrent voice and text.		

Criteria	Conformance Level	Remarks and Explanations
Note: The availability of voice and RTT running concurrently can allow the RTT to replace or support voice and transfer additional information such as numbers, currency amounts and spelling of names.		
6.2.2.1 Visually distinguishable display Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text.		
6.2.2.2 Programmatically determinable send and receive direction Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality. *Note*: The intent of this clause is to enable screen readers to be able to distinguish between incoming text and outgoing text when used with RTT functionality.		

6.2.3 Interoperability
Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by clause 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below:
  a) ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface;
  b) ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13];
  c) ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12];
  d) ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters.		

6.2.4 RTT responsiveness		

Criteria	Conformance Level	Remarks and Explanations
Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry. *Note 1*: Input entry is considered to have occurred when sufficient user input has occurred for the ICT to establish which character(s) to send. *Note 2*: Input entry will differ between systems where text is entered on a word-by-word basis (e.g. speech-to-text and predictive-text based systems) and systems where each character is separately generated.		
6.3 Caller ID Where ICT provides caller identification or similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality.		
6.4 Alternatives to voice-based services Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech. *Note*: Solutions capable of handling audio, real-time text and video media could satisfy the above requirement.		
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative) *Clause 6.5 (Video communications) provides performance requirements that support users who communicate using sign language and lip-reading. For these users, good usability is achieved with Common Intermediate Format (CIF) resolution, a frame rate of 20 frames per second and over, with a time difference between speech audio and video that does not exceed 100 ms.* *When the resolution is reduced to Quarter Common Intermediate Format (QCIF) and the frame rate drops to 12 frames per second the communication is still usable with some restrictions.* *A lower resolution causes less disturbance to the perception of sign language and lip-reading than that caused by a lower frame rate.*	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
Delay can be a problem in video communication. Overall delay values below 0,4 s are preferred, with an increase in preference down to 0,1 s. Values over 0,8 s are felt to hinder a good sign conversation. Overall delay depends on multiple factors, including e.g. network delay and video processing. For this reason a testable requirement on minimum values for overall delay cannot be produced.		

6.5.2 Resolution
Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:
  a) shall support at least QCIF resolution;
  b) should preferably support at least CIF resolution.		

6.5.3 Frame rate
Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:
  a) shall support a frame rate of at least 12 frames per second (FPS);
  b) should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream.		

6.5.4 Synchronization between audio and video Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user.		

6.6 Alternatives to video-based services (advisory only)
Where ICT provides real-time video-based communication and also provides answering machine, auto attendant or interactive response facilities, the ICT should offer users a means to access the information and carry out the tasks related to these facilities:
  a) for audible information, without the use of hearing;
  b) for spoken commands, without the use of speech;
  c) for visual information, without the use of vision.
Note: Solutions capable of generating real-time captions or handling real-time text could satisfy the above requirement.
	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions. *Note*: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information.	Not Applicable	Captioning was not part of the scope of test for this ACR.
7.1.2 Captioning synchronization Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions.	Not Applicable	Captioning was not part of the scope of test for this ACR.
7.1.3 Preservation of captioning Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2. Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible.	Not Applicable	Captioning was not part of the scope of test for this ACR.
7.2.1 Audio description playback Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel. Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks.	Not Applicable	Google Meet does not provide video with synchronized audio.

Criteria	Conformance Level	Remarks and Explanations
Note 1: In such cases, the video content can include the audio description as one of the available audio tracks. *Note 2*: Audio descriptions in digital media sometimes include information to allow descriptions that are longer than the gaps between dialogue. Support in digital media players for this "extended audio description" feature is useful, especially for digital media that is viewed personally.		
7.2.2 Audio description synchronization Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description.	Not Applicable	Google Meet does not provide video with synchronized audio.
7.2.3 Preservation of audio description Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.	Not Applicable	Google Meet does not provide video with synchronized audio.
7.3 User controls for captions and audio description Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls. *Note 1*: Primary media controls are the set of controls that the user most commonly uses to control media. *Note 2*: Products that have a general hardware volume control, such as a telephone, or a laptop which can be configured to display video through software but which is not its primary purpose, would not need dedicated hardware controls for captions and descriptions; however software controls, or hardware controls mapped through software, would need to be at the same level of interaction. *Note 3*: It is best practice for ICT to include additional controls enabling the user to select whether captions and audio description are turned on or off by default.	Supports	Subtitling controls are part of the primary media controls.

Chapter [8: Hardware](#)

Notes: Not Applicable

Chapter 9: Web

Notes: See **WCAG 2.1 section**

Chapter 10: Non-Web Documents

Notes: Not Applicable

Chapter 11: Software

Notes: Not Applicable

Chapter 12: Documentation and Support Services

Notes: Not Applicable

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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