Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.4

Name of Product/Version: Zoom Rooms for Conference Room v5.11.0 (Windows and macOS)

Product Description: Zoom Rooms is a software-based room system that provides an integrated experience for audio conferencing, wireless screen sharing, and video conferencing. Zoom Rooms can be used for room-only attendees, or remote attendees joining from another room, from their desktop, or from their mobile device. Each room requires, at minimum, a macOS or Windows computer that runs the Zoom Rooms software.

Date: Aug 01, 2022

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Notes:

Evaluation Methods Used: The following testing was done on a Windows 10 with NV Access's NVDA screen reader v2016.1 to v2018.4, and JAWS screen reader v17.0 and v18.2, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard keyboard. Testing was also done on Mac OS X 10.14 (Yosemite) to macOS 12.4 (Monterey), with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option, and standard keyboard.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Vac)
<u>Corrections to the ICT Final Rule</u> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in	
Europe, - V2.1.2 (2018-08) at	(Yes)
https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf	

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 Web, Chapter 10 Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software)		The product provides text-alternatives to non-text
 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	content such as buttons, and graphics. Programmatic labels allow assistive technologies users to decipher the nature and purpose of non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product supports closed captioning for its audio- only and video-only recorded meetings. Users can assign a dedicated participant to type closed captioning, add a 3 rd party closed captioning provider, or use automatic transcriptions. The product does not provide pre-recorded audio-only or video-only media. Meeting participants may share video-only/audio-only files during the meeting and provide the necessary alternative for the time-based media using in-meeting file-transfer.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product supports open and closed captioning for its

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		recorded meetings. Users can assign a dedicated participant to type closed captioning, or add a 3 rd party closed captioning provider. The product does not provide pre-recorded media. Meeting participants may share pre-recorded audio-only content during a meeting and provide the necessary captioning using in-meeting file transfer.
.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria	Supports	The product supports closed captioning for its recorded meetings. Users can assign a dedicated participant to type closed captioning, or add a 3 rd party closed captioning provider. The product does not provide pre-recorded video content. Meeting participants may share time-based media during a meeting and provide the necessary audio descriptions or alternative using in-meeting file transfer.
.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software)	Supports	The product programmatically presents the necessary visual structure, context, and relationships between elements to assistive technologies.

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Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.2 (Web)		
• 10.1.3.2 (Non-web document)		
• 11.1.3.2.1 (Open Functionality Software)		
• 11.1.3.2.2 (Closed Software)	Support	The product employs a tab order that is logical and
• 11.8.2 (Authoring Tool)	Support	follows the visual order of elements.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.3 (Web)		
• 10.1.3.3 (Non-web document)		The product does not rely solely on sensory
• 11.1.3.3 (Open Functionality Software)	Support	characteristics to convey information about content and
• 11.1.3.3 (Closed Software)		elements.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
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Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.1 Use of Color (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.1 (Web)		
• 10.1.4.1 (Non-web document)		
• 11.1.4.1 (Open Functionality Software)		
• 11.1.4.1 (Closed Software)	Supports	The product conveys information without solely using
• 11.8.2 (Authoring Tool)		color differences.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
 504.2 (Authoring Tool) 		
602.3 (Support Docs)		
1.4.2 Audio Control (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.2 (Web)		The product does not automatically play any audio apa
 10.1.4.2 (Non-web document) 		
 11.1.4.2 (Open Functionality Software) 		from in-meeting audio. Audio controls are located on
• 11.1.4.2 (Closed Software)	Not applicable	the Zoom Room Controller device.
 11.8.2 (Authoring Tool) 		the 20011 Nooth Controller device.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
 504.2 (Authoring Tool) 		
 602.3 (Support Docs) 		
2.1.1 Keyboard (Level A)	Supports with Exceptions	The product provides keyboard support to most
Also applies to:		elements

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria		Exceptions include:
• 9.2.1.1 (Web)		The Exit and Sign In button are not keyboard
 10.2.1.1 (Non-web document) 		accessible after they auto-hide
 11.2.1.1.1 (Open Functionality Software) 		
 11.2.1.1.2 (Closed Software) 		
 11.8.2 (Authoring Tool) 		
12.1.2 (Product Docs)		
 12.2.4 (Support Docs) 		
Revised Section 508		
 501 (Web)(Software) 		
 504.2 (Authoring Tool) 		
• 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.1.2 (Web)		
10.2.1.2 (Non-web document)		
 11.2.1.2 (Open Functionality Software) 		
• 11.2.1.2 (Closed Software)	Supports	The product allows for keyboard navigation throughout
 11.8.2 (Authoring Tool) 		the application without keyboard trap.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
501 (Web)(Software)		
 504.2 (Authoring Tool) 		
602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Not applicable	The product does not support any keyboard shortcuts
• 9.2.1.4 (Web)	itot applicable	The product does not support any reyboard shortedts
10.2.1.4 (Non-web document)		
• 11.2.1.4.1 (Open Functionality Software)		
• 11.2.1.4.2 (Closed Software)		

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Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A)		
Also applies to:		Zoom meetings time out after either 24 hours or 40
EN 301 549 Criteria		minutes depending on what plan the user is on and how
• 9.2.2.1 (Web)		many participants are in the meeting. For more details
 10.2.2.1 (Non-web document) 		see: https://support.zoom.us/hc/en-
 11.2.2.1 (Open Functionality Software) 		us/articles/202460676-Will-My-Meeting-Time-Out-
 11.2.2.1 (Closed Software) 	Supports	The application warns users prior to timing out with a notification dialog.
• 11.8.2 (Authoring Tool)		Hothication dialog.
• 12.1.2 (Product Docs)		When a meeting moderator closes a Breakout Room,
• 12.2.4 (Support Docs)		the breakout room participants will be kicked out of the
Revised Section 508		breakout room after a 60-second warning. This timeout
• 501 (Web)(Software)		may not be adjusted due to the nature of the breakout
• 504.2 (Authoring Tool)		room feature
• 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.2.2 (Web)		
 10.2.2.2 (Non-web document) 		
 11.2.2.2 (Open Functionality Software) 		
• 11.2.2.2 (Closed Software)	Supports	The product does not contain any moving, blinking,
• 11.8.2 (Authoring Tool)		scrolling, or auto-updating information.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain any flashing content
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	This product is not a web application.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document)	Supports	The product is not a web application

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.2 (Open Functionality Software) - Does not apply		
 11.2.4.2 (Closed Software) – Does not apply 		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.3 Focus Order (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.3 (Web)		
 10.2.4.3 (Non-web document) 		
 11.2.4.3 (Open Functionality Software) 		
• 11.2.4.3 (Closed Software)	Supports	The product provides a focus order that is consistent
• 11.8.2 (Authoring Tool)		with the visual order of the application.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.4.4 (Web)		
• 10.2.4.4 (Non-web document)	Supports	The product provides link purpose for all links.
• 11.2.4.4 (Open Functionality Software)		The product provides link purpose for all links.
• 11.2.4.4 (Closed Software		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

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Criteria	Conformance Level	Remarks and Explanations
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.1 (Web)		
 10.2.5.1 (Non-web document) 	Not applicable	The product does not require any multi-point gestures
 11.2.5.1 (Open Functionality Software) 	Not applicable	The product does not require any multi-point gestures in order to operate content.
11.2.5.1 (Closed Software)		in order to operate content.
 11.8.2 (Authoring Tool) 		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.2 (Web)	Supports	The product does not use down-events to execute most functions. Down-events are only used in the Whiteboa feature for annotations where it is essential.
 10.2.5.2 (Non-web document) 		
 11.2.5.2 (Open Functionality Software) 		
• 11.2.5.2 (Closed Software)		
 11.8.2 (Authoring Tool) 		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Supports	The product provides programmatic names that match
• 9.2.5.3 (Web)	συμμοί το	the label of elements
10.2.5.3 (Non-web document)		the label of elements
 11.2.5.3 (Open Functionality Software) 		
• 11.2.5.3 (Closed Software)		

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool)	Comormanos 20101	Romano and Explanations
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.4 (Web)		
• 10.2.5.4 (Non-web document)		
• 11.2.5.4 (Open Functionality Software)	Not applicable	The product does not contain any functionality that is
• 11.2.5.4 (Open Functionality Software)		triggered by gestures or by moving a device.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
 12.2.4 (Support Docs) Revised Section 508 – Does not apply 		
3.1.1 Language of Page (Level A)		
Also applies to: EN 301 549 Criteria		The language of the product can be programmatically determined
9.3.1.1 (Web)10.3.1.1 (Non-web document)		
,		
• 11.3.1.1.1 (Open Functionality Software)		
• 11.3.1.1.2 (Closed Software)	Supports	
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.1 On Focus (Level A)		L
Also applies to:	Supports	The product does not initiate changes of context upon
EN 301 549 Criteria		the focusing of elements.
• 9.3.2.1 (Web)		

Conformance Lavel	Demarks and Explanations
Conformance Level	Remarks and Explanations
Supports	The product does not initiate changes of context upon
	user input.
	The product properly displays error messages visually.
Supports with Exceptions	Exceptions Include:
	There is no screen reader feedback when invalid lag in information or personal is provided.
	log-in information, or passcode is provided.
	Supports Supports with Exceptions

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.2 (Web)		
 10.3.3.2 (Non-web document) 		
 11.3.3.2 (Open Functionality Software) 		
• 11.3.3.2 (Closed Software)	Supports	The product employs adequate form labels both visually
• 11.8.2 (Authoring Tool)		and programmatically.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
4.1.1 Parsing (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.1 (Web)		
• 10.4.1.1 (Non-web document)		
• 11.4.1.1.1 (Open Functionality Software)		
• 11.4.1.1.2 (Closed Software)	Not applicable	This product is not implemented using markup
• 11.8.2 (Authoring Tool)		languages.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product provides the necessary role, state, property, and value information to assistive technologies.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.4 (Web)		
 10.1.2.4 (Non-web document) 		The product supports closed captioning for its meetings.
 11.1.2.4 (Open Functionality Software) 		Meeting hosts can assign a dedicated participant to typ
• 11.1.2.4 (Closed Software)	Supports	closed captioning, or use a 3 rd party closed captioning
• 11.8.2 (Authoring Tool)		provider.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool)		Romano ana Explanationo
602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.5 (Web)		Meeting participants may share video content with
• 10.1.2.5 (Non-web document)		audio descriptions included in the main audio track.
• 11.1.2.5 (Open Functionality Software)		However, Zoom does not provide the ability for
• 11.1.2.5 (Closed Software)		participants to select a separate audio track while
• 11.8.2 (Authoring Tool)	Supports with Exception	viewing shared video content
• 12.1.2 (Product Docs)		The product does not provide a way to include alternate
• 12.2.4 (Support Docs)		The product does not provide a way to include alternate audio descriptions tracks into meeting recordings.
Revised Section 508		addio descriptions tracks into meeting recordings.
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only)		
Also applies to:		The product does not restrict its view to a single display orientation
EN 301 549 Criteria		
• 9.1.3.4 (Web)		
• 10.1.3.4 (Non-web document)	Supports	
• 11.1.3.4 (Open Functionality Software)	Supports	
• 11.1.3.4 (Closed Software)		onentation
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Not applicable	The product is not implemented using markup
• 9.1.3.5 (Web)		languages.
• 10.1.3.4 (Non-web document)		
• 11.1.3.5 (Open Functionality Software)	<u> </u>	

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.5 (Closed Software)		•
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.3 (Web)		
 10.1.4.3 (Non-web document) 		
• 11.1.4.3 (Open Functionality Software)		The product meets the minimum color contrast ratio for
• 11.1.4.3 (Closed Software)	Supports	text. Color contrast for text in the Zoom Room home
 11.8.2 (Authoring Tool) 		screen can vary depending on the custom background
• 12.1.2 (Product Docs)		image set by the user.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
1.4.4 Resize text (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.4.4 (Web)		
• 10.1.4.4 (Non-web document)		
 11.1.4.4.1 (Open Functionality Software) 		
• 11.1.4.4.2 (Closed Software)	Supports	The product currently inherits the text resizing options
• 11.8.2 (Authoring Tool)		set through the operating system.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

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

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

Criteria	Conformance Level	Remarks and Explanations
 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports with Exceptions	The product provides descriptive headings and labels throughout the application. Exceptions include: • The Enter Activation Field form field is not associated with its visual label • The form field in the Sign out dialog is not associated with its visual label
 602.3 (Support Docs) 2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	The product provides a visible focus indicator when elements receive keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.1.2 (Web)		
• 10.3.1.2 (Non-web document)		
 11.3.1.2 (Open Functionality Software) – Does not apply 		
 11.3.1.2 (Closed Software) – Does not apply 	Supports	The product does not provide content written in
• 11.8.2 (Authoring Tool)		multiple languages at once.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.3 (Web)		
 10.3.2.3 (Non-web document) – Does not apply 		
 11.3.2.3 (Open Functionality Software) – Does not apply 	Not applicable	
 11.3.2.3 (Closed Software) – Does not apply 		This product is not a web application.
• 11.8.2 (Authoring Tool)		This product is not a web application.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) – Does not apply to non-web software 		
• 504.2 (Authoring Tool)		
602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA)	Not applicable	
Also applies to:	Тосаррновые	This product is not a web application.
EN 301 549 Criteria		

Criteria	Conformance Level	Remarks and Explanations
• 9.3.2.4 (Web)	301110111100 <u>20</u> 701	Transitio and Explanations
 10.3.2.4 (Non-web document) – Does not apply 		
• 11.3.2.4 (Open Functionality Software) – Does not apply		
• 11.3.2.4 (Closed Software) – Does not apply		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
 501 (Web)(Software) – Does not apply to non-web software 		
• 504.2 (Authoring Tool)		
 602.3 (Support Docs) – Does not apply to non-web docs 		
3.3.3 Error Suggestion (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.3 (Web)		
 10.3.3.3 (Non-web document) 		
 11.3.3.3 (Open Functionality Software) 		
• 11.3.3.3 (Closed Software)	Not applicable	The product does not utilize automatic error
• 11.8.2 (Authoring Tool)		suggestions
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.3.4 (Web)	Not applicable	The product does not cause legal commitments or
• 10.3.3.4 (Non-web document)		financial transactions for the user.
• 11.3.3.4 (Open Functionality Software)		
• 11.3.3.4 (Closed Software)		
• 11.8.2 (Authoring Tool)		

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria		
• 9.4.1.3 (Web)		
 10.4.1.3 (Non-web document) – Does not apply 	Not applicable	The product is not implemented using markup
 11.4.1.3 (Open Functionality Software) – Does not apply 	Not applicable	The product is not implemented using markup
 11.4.1.3 (Closed Software) – Does not apply 		languages.
 11.8.2 (Authoring Tool) 		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exception	The product provides functions that can be used by users without
SOZ.1 WITHOUT VISION	Supports with Exception	vision. The majority of the features and content in the product is

Criteria	Conformance Level	Remarks and Explanations
		keyboard and screen reader accessible.
		Exceptions include:
		There are several instances where features can only be
		accessed with a mouse. (see 2.1.1 Keyboard)
302.2 With Limited Vision	Supports	The product is accessible to users with low vision.
302.3 Without Perception of Color	Supports	The product can be used without the perception of color.
302.4 Without Hearing	Supports	The product can be used without the use of hearing by supporting
302.4 Without Healing		live closed captioning, and post-meeting transcripts
302.5 With Limited Hearing	Supports	Software: The product can be used without the use of hearing by
302.3 With Limited Hearing	Supports	supporting live closed captioning, and post-meeting transcripts
302.6 Without Speech	Supports	The product can be fully operated without the use of speech.
		The product provides keyboard-accessible functions to ensure that
		the product is usable with limited manipulation.
302.7 With Limited Manipulation	Supports with Exceptions	Exceptions include
		The product provides several features that are currently only
		accessible with a mouse (See 2.1.1 Keyboard)
302.8 With Limited Reach and Strength	Supports	The product is fully functional with limited reach and strength.
302.9 With Limited Language, Cognitive,	Supports	The product is functional for users with limited language, cognitive,
and Learning Abilities	Supports	and learning abilities.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software

Criteria	Conformance Level	Remarks and Explanations		
502.2.2 No Disruption of Accessibility Features	Supports with Exceptions	The application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys sticky keys, text resizing, and the on-screen keyboard. However, the product does not yet support high contrast mode.		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required		
502.3.1 Object Information	Supports	The product provides the necessary role, state, property, and value information to assistive technologies.		
502.3.2 Modification of Object Information	Supports	The product provides assistive technologies with the ability to modify states and properties of all applicable objects.		
502.3.3 Row, Column, and Headers	Not applicable	The product does not utilize tables to organize information.		
502.3.4 Values	Supports	All values can be programmatically determined by assistive technologies		
502.3.5 Modification of Values	Supports	The products allows assistive technologies to modify values of all applicable objects.		
502.3.6 Label Relationships Supports with Exceptions		All controls are programmatically associated with their respective labels. Exceptions include: • There are a few form fields that are not programmatically associated with their visual labels (see WCAG 2.4.6 Headings and Labels)		
502.3.7 Hierarchical Relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.		
502.3.8 Text	Supports with Exception	The product ensures that all text can be programmatically determined by assistive technologies. Exceptions include: • The current time and "Tap [device] to Start" text on the home screen is not screen reader accessible		
502.3.9 Modification of Text	Supports	The product allows assistive technologies to modify all applicable texts.		
502.3.10 List of Actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.		
502.3.11 Actions on Objects	Supports	The product programmatically exposes the available actions to assistive technologies.		

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	The product uses visible focus indicators throughout the application to indicate where the keyboard focus is at all times.
502.3.13 Modification of Focus Cursor	Supports with Exception	The product allows assistive technologies to control the focus and selection cursor on all controls. Exceptions include: • Several different features and elements are not accessible with keyboard-only (see 2.1.1 Keyboard)
502.3.14 Event Notification	Supports	The product makes notification information available to assistive technology users.
502.4 Platform Accessibility Features	Not applicable	This product is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does not support	The product does not support inherit the font and contrast settings defined by system settings
503.3 Alternative User Interfaces	Not applicable	The product does not provide an alternate user interface that functions as an assistive technology.
503.4 User Controls for Captions and Audio Description Heading cell – no response required		Heading cell – no response required
503.4.1 Caption Controls	Supports	The product provides controls for live captioning.
503.4.2 Audio Description Controls	Does not Support	The product does not provide controls for audio descriptions
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.x section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not applicable	This product does not export to PDF.
504.3 Prompts	Does not support	The product provides users with the ability to add a closed captioning provider, and automatic transcripts for recordings. However, it does not prompt content creators to provide captioning.
504.4 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 6: Support Documentation and Services

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
603.3 Accommodation of Communication Needs	Support	Zoom support services accommodates the diverse needs of individuals with disabilities.

EN 301 549 Report

Notes:

Chapter 4: 4.2 Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports with Exception	The product provides functions that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. Exceptions include: There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard)
4.2.2 Usage with limited vision	Supports	The product is accessible to users with low vision.
4.2.3 Usage without perception of colour	Supports	The product can be used without the perception of color.
4.2.4 Usage without hearing	Supports	The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts
4.2.5 Usage with limited hearing	Supports	The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts
4.2.6 Usage without vocal capability	Supports	The product can be fully operated without the use of speech.
4.2.7 Usage with limited manipulation or strength	Supports	The product is fully functional with limited strength.
4.2.8 Usage with limited reach	Supports	The product is fully functional with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content that might trigger seizures.
4.2.10 Usage with limited cognition	Supports	The product is functional for users with limited language, cognitive, and learning abilities
4.2.11 Privacy	Supports	The product's accessibility components maintain the users' privacy.

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

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	[Not Applicable]	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product is not closed software
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed software
5.1.3.3 Auditory output correlation	Not applicable	The product is not closed software
5.1.3.4 Speech output user control	Not applicable	The product is not closed software
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed software
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed software
5.1.3.7 Speech output for video information	Not applicable	The product is not closed software
5.1.3.8 Masked entry	Not applicable	The product is not closed software
5.1.3.9 Private access to personal data	Not applicable	The product is not closed software
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed software
5.1.3.11 Private listening	Not applicable	The product is not closed software
5.1.3.12 Speaker volume	Not applicable	The product is not closed software
5.1.3.13 Volume reset	Not applicable	The product is not closed software
5.1.3.14 Spoken languages	Not applicable	The product is not closed software
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed software
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed software
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed software
5.1.5 Visual output for auditory information	Not applicable	The product is not closed software
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.1
5.1.6.2 Input focus	Not applicable	The product is not closed software
5.2 Activation of accessibility features	Not applicable	The product is not closed software

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	Not applicable	The product does not use biometrics
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product is not hardware
5.5.2 Operable parts discernibility	Not applicable	The product is not hardware
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product is not hardware
5.6.2 Visual status	Not applicable	The product is not hardware
5.7 Key repeat	Not applicable	The product is not hardware
5.8 Double-strike key acceptance	Not applicable	The product is not hardware
5.9 Simultaneous user actions	Not applicable	The product is not hardware

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

Notes: Not applicable

Chapter 7: ICT with Video Capabilities

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	Supports	The product provides the ability to display closed captions.
7.1.2 Captioning synchronization	Supports	The product supports the synchronization of captions with the live media.
7.1.3 Preservation of captioning	Not applicable	The product is not a media player nor does it contain embedded players.
7.2.1 Audio description playback	Not applicable	The product is not a media player nor does

Criteria	Conformance Level	Remarks and Explanations
		it contain embedded players.
7.2.2 Audio description synchronization	Not applicable	The product is not a media player nor does it contain embedded players.
7.2.3 Preservation of audio description	Not applicable	The product is not a media player nor does it contain embedded players.
7.3 User controls for captions and audio description	Not applicable	The product is not a media player nor does it contain embedded players.

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web

Notes: (See WCAG section)

Chapter 10: Non-web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG section
10.5 Caption positioning	Does not support	The product does not yet support viewing of captions outside of the content area.
10.6 Audio description timing	Not applicable	The product does not contain synchronized media with audio description

Chapter 11: Software

	Criteria	Conformance Level	Remarks and Explanations
- 1	Cilleila	Comormance Leven	Nemaiks and Explanations

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	See 11.3.2.5 through 11.3.217	
11.3.2.4 Assistive technology	Not applicable	This product is not an assistive technology
11.3.2.5 Object information	Supports	The product provides the necessary role, state, property, and value information to assistive technologies.
11.3.2.6 Row, column, and headers	Supports	The product does not utilize tables to organize information.
11.3.2.7 Values	Supports	All values can be programmatically determined by assistive technologies
11.3.2.8 Label relationships	Supports with Exception	All controls are programmatically associated with their respective labels. Exceptions include: • There are a few form fields that are not programmatically associated with their visual labels (see WCAG 2.4.6 Headings and Labels)
11.3.2.9 Parent-child relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
11.3.2.10 Text	Supports with Exception	The product ensures that all text can be programmatically determined by assistive

Criteria	Conformance Level	Remarks and Explanations
		technologies. Exceptions include: • The current time and "Tap [device] to Start" text on the home screen is not screen reader accessible
11.3.2.11 List of available actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.
11.3.2.12 Execution of available actions	Supports	The product programmatically exposes the available actions to assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports	The product provides a visible focus indicator when elements receive keyboard focus.
11.3.2.14 Modification of focus and selection attributes	Supports with Exceptions	The product allows assistive technologies to control the focus and selection cursor on all controls. Exceptions include: • Several different features and elements are not accessible with keyboard-only (see 2.1.1 Keyboard)
11.3.2.15 Change notification	Supports	The product makes notification information available to assistive technology users.
11.3.2.16 Modifications of states and properties	Supports	The product provides assistive technologies with the ability to modify states and properties of all applicable objects.
11.3.2.17 Modifications of values and text	Supports	The product allows assistive technologies to modify all applicable texts.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.4.2 No disruption of accessibility features	Supports	The application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, text resizing, and the on-screen

Criteria	Conformance Level	Remarks and Explanations
		keyboard.
11.4 User preferences	Does not support	The product does not support inherit the font and contrast settings defined by system settings
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See <u>WCAG 2.x</u> section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not applicable	The product does not provide authoring tools to convert content from one format to another.
11.6.4 Repair assistance	Does not support	The product does not offer accessibility repair assistance.
11.6.5 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 12: Documentation and Support Services

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

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication		Zoom support services accommodate the diverse needs of individuals with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.