

# Google Voice Accessibility Conformance Report

## WCAG Edition

VPAT<sup>®1</sup> Version 2.3 (Revised) – April 2019

**Name of Product/Version:** Google Voice

**Product Description:** Google Voice is a web application which allows users to send and receive calls, voicemails, and text messages.

**Report Date:** March 5, 2020

**Contact Information:** apps-accessibility@google.com

**Notes:**

**Evaluation Methods Used:** JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

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<sup>1</sup> “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

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

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

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	The Google Voice web application provides text alternatives for non-text items.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	The Google Voice web application provides transcripts for all prerecorded audio content, and does not contain pre-recorded video content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	The Google Voice web application does not contain any pre recorded synchronized media.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	The Google Voice web application does not contain any pre recorded video media.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	<p>The Google Voice web application conveys presentational information programmatically with some exceptions:</p> <ul style="list-style-type: none"> <li>● Batch selection checkbox selections are not made available to assistive technologies</li> <li>● The ability to access a contact’s information panel by interacting with a message, voicemail or call record is not announced by assistive technologies</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● The main menu button always announces that it is collapsed, even when it is expanded</li> <li>● The “Auto-recharge” listbox does not have a label, and is not announced by assistive technologies</li> <li>● The “Saving...” status message is not announced by assistive technologies, and is announced as “blank” by NVDA</li> <li>● The calls history list is read out as “blank” by NVDA</li> <li>● The autocomplete results for the “To” message input field for finding a contact are not announced by assistive technologies, and are announced as “blank” by NVDA</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p>	<p>Partially Supports</p>	<p>The Google Voice web application presents content to assistive technologies in the same sequence as it is visually presented with one exception:</p> <ul style="list-style-type: none"> <li>● The “Saving...” status message is not announced by any assistive technologies, and is announced as “blank” by NVDA</li> </ul>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p>	<p>Supports</p>	<p>The Google Voice web application does not rely on shape, color, size, location, orientation, or sound to provide instructions.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	The Google Voice web application does not rely on color-alone to convey information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	The Google Voice web application does not include any automatically playing audio content.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>The Google Voice web application ensures that all functionality is reachable using only a keyboard with some exceptions:</p> <ul style="list-style-type: none"> <li>● The Settings section navigation menu is not reachable using only the keyboard</li> <li>● Once a recipient has been added to the “To” field when sending a message, they cannot be removed using only the keyboard</li> <li>● The “Verify” button used to verify a phone number choice cannot be interacted with using only the keyboard</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	The Google Voice web application does not trap the user’s keyboard focus.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	The Google Voice web application only allows keyboard shortcuts to be used when the element has been focused.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	The Google Voice web application does not include content with a timeout.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	The Google Voice web application does not contain moving, blinking, scrolling, or auto-updating content that lasts for more than 5 seconds.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The Google Voice web application does not contain content which flashes more than three times per second.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	The Google Voice web application provides skip links and bypass blocks for repeated content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	The Google Voice web application includes page titles which describe topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>The Google Voice web application presents a logical focus order with some exceptions:</p> <ul style="list-style-type: none"> <li>• When finishing the voicemail greeting creation process, the focus is moved to the top of the page instead of remaining in the voicemail section</li> <li>• When navigating the “Choose a Number” dropdown with the arrow keys, the focus indicator does not follow the selected option</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	The Google Voice web application provides clear purposes for links with one exception: <ul style="list-style-type: none"> <li>The “Look up calling rates by country” button does not indicate to assistive technologies that it is a link to an external site</li> </ul>
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	The Google Voice web application does not include multipoint or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	The Google Voice web application allows users to cancel all pointer interactions.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	The Google Voice web application presents labels both visually and programmatically.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	The Google Voice web application does not contain motion actuation controls.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The Google Voice web application properly declares the language of the page.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	The Google Voice web application does not change context when the user changes focus.
<a href="#">3.2.2 On Input</a> (Level A)	Partially Supports	The Google Voice web application does not automatically change context when the user changes component settings with one exception:



Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>The “Call” button announces “call [number]” however when the button is pressed, the contact’s information panel is opened.</li> </ul>
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	If an input error is detected in the Google Voice web application, the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	The Google Voice web application provides labels or instructions for content requiring user input with some exceptions: <ul style="list-style-type: none"> <li>The visual label for the “Always use my phone to place calls” toggle button is announced as “Use click to call for making outbound calls” by assistive technologies</li> <li>The visual label for the “Screen calls” toggle button is announced as “Call screening options” by assistive technologies</li> <li>The “play” button for voicemail records do not announce what content they are meant to play</li> </ul>
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	The Google Voice web application elements have complete start and end tags, are nested properly, do not contain duplicate attributes, and have unique IDs.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	The Google Voice web application provide names, roles, and values for user inputs with one exception: <ul style="list-style-type: none"><li>• The “Auto-recharge” dropdown does not provide a name or value, and is only announced as “list”</li></ul>

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	The Google Voice web application does not include live synchronized media content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	The Google Voice web application does not include pre recorded video content.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	The Google Voice web application does not restrict its view or operation to a single orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	The Google Voice web application appropriately identifies the purposes of components, icons, and regions.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The Google Voice web application has sufficient color contrast between text and its background.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The Google Voice web application allows users to zoom in up to 200% without losing functionality or content.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	The Google Voice web application does not contain images of text.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	The Google Voice web application allows the use of screens that are as small as 320 CSS pixels by 256 CSS pixels without the loss of information or functionality, and without requiring two-dimensional scrolling.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	The Google Voice web application has sufficient color contrast between meaningful graphical elements and their backgrounds.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	The Google Voice web application allows users to adjust text spacing without loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	The Google Voice web application ensures that content which appears on hover or focus is dismissible, hoverable, and persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	The Google Voice web application provides the users multiple ways to navigate to pages
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	The Google Voice web application provides headings and labels to describe the topic and purpose of content.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	The Google Voice web application provides visible focus indicators for all interactive elements.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	The Google Voice web application does not include passages or phrases in a language other than the main language of the page.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The Google Voice web application provides consistent navigation across pages.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	The Google Voice web application consistently identifies components that have the same functionality.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Where input errors are detected, the Google Voice web application provides suggestions for resolving them.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	Use of the Google Voice web application does not inherently cause legal commitments or financial transactions to occur.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports	<p>The Google Voice web application provides status messages to assistive technologies with some exceptions:</p> <ul style="list-style-type: none"> <li>● When pressing the “Call” button, it is not announced by assistive technologies that a contact’s information panel has been opened</li> <li>● When a search returns no results this is not announced to assistive technologies</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"><li>• The success or failure of the “Block” functionality is not announced to assistive technologies</li></ul>

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

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.2.7 Extended Audio Description (Prerecorded)</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.2.8 Media Alternative (Prerecorded)</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.2.9 Audio-only (Live)</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.4.6 Contrast Enhanced</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.4.7 Low or No Background Audio</b> (Level AAA)            Also applies to:            Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><b>1.4.8 Visual Presentation</b> (Level AAA)            Also applies to:</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b>1.4.9 Images of Text (No Exception) Control</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.1.3 Keyboard (No Exception)</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.2.3 No Timing</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.2.4 Interruptions</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.2.5 Re-authenticating</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.3.2 Three Flashes</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.4.8 Location</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	



Criteria	Conformance Level	Remarks and Explanations
<b>2.4.9 Link Purpose (Link Only)</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>2.4.10 Section Headings</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.3 Unusual Words</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.4 Abbreviations</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.5 Reading Level</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.1.6 Pronunciation</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.2.5 Change on Request</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
<b>3.3.5 Help</b> (Level AAA) Also applies to:	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b>3.3.6 Error Prevention (All)</b> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	

# Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The Google Voice web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2.
302.2 With Limited Vision	Partially Supports	The Google Voice web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: [Hardware](#)

Notes: Google Voice is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">402 Closed Functionality</a></b>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<b><i>403 Biometrics</i></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<b><i>404 Preservation of Information Provided for Accessibility</i></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<b><i>405 Privacy</i></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<b><i>406 Standard Connections</i></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<b><i>407 Operable Parts</i></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<b><i>408 Display Screens</i></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<b><i>409 Status Indicators</i></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<b><i>410 Color Coding</i></b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
410.1 General	Not Applicable	
<b><i>411 Audible Signals</i></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<b><i>412 ICT with Two-Way Voice Communication</i></b>	Heading cell – no response required	Heading cell – no response required
<b><i>412.2 Volume Gain</i></b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<b><i>412.3 Interference Reduction and Magnetic Coupling</i></b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
412.7 Video Communication	Not Applicable	
<b><i>412.8 Legacy TTY Support</i></b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<b><i>413 Closed Caption Processing Technologies</i></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<b><i>414 Audio Description Processing Technologies</i></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<b><i>415 User Controls for Captions and Audio Descriptions</i></b>	Heading cell – no response required	Heading cell – no response required

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
<b><a href="#">502.3 Accessibility Services</a></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
<b><i>503 Applications</i></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><i>504 Authoring Tools</i></a>	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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation for Google Voice lists and explains how to use the accessibility and compatibility features of the product. See <a href="http://g.co/GSuiteAccessibility">g.co/GSuiteAccessibility</a>
602.3 Electronic Support Documentation	Partially Supports	The documentation mostly complies with WCAG 2.0 A/AA, but some content does not provide the correct state information, such as expanded/collapsed disclosure widgets.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for Google Voice is provided electronically.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The <a href="#">Google Disability Support team</a> can answer questions about the accessibility of Google Voice through various support channels.
603.3 Accommodation of Communication Needs	Supports	The <a href="#">Google Disability Support team</a> can answer questions about the accessibility of Google Voice through various support channels.



## Legal Disclaimer Google Voice

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