Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Zoom Application for Mobile v5.0.2 (Android)

Product Description: Zoom's product suite runs on mobile, desktop, and conference room systems. Zoom platform unifies video and audio conferencing, simple online meetings, group messaging, and a software-defined conference room solution into one easy-to-use platform that is simple to deploy. The report below covers Zoom Meetings, Zoom Webinars, and Zoom Phone products.

Date: May 14, 2020

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Notes:

Evaluation Methods Used: The following testing was done on Android 10, with Android's Accessibility Display options (color inversion, color correction, font size settings, default size settings, magnification), Android Talkback 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 Corrections to the ICT Final Rule 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 https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf	(Yes)

Terms

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

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

Notes:

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) • 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 with Exceptions	The product provides text-alternatives to non-text content such as buttons, and graphics. Programmatic labels allow assistive technologies users to decipher the nature and purpose of non-text content. **Exceptions include:** • "Access your account online" link within Phone options is not Talkback accessible
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 3rd 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 in closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions. 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.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product supports closed captioning for its recorded meetings. Users can assign a dedicated participant to type in closed captioning, use a 3rd party closed captioning provider, or use automatic transcriptions. 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.
1.3.1 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 with Exceptions	The product programmatically presents the visual structure, context, and relationships between elements to assistive technologies. Labels are associated with form controls to ensure they are announced when focused upon, and semantic elements are used to markup structure (i.e. list of tabs are programmatically

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)		announced as part of a tab control group, and list of items are programmatically announced as part of a list). **Exceptions include**: • Menu items throughout the application are not programmed as sub-menu items and are not semantically structured within a list
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) • 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 employs a Talkback focus order that is logical and follows the visual order of elements.
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) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports with Exceptions	The product does not rely solely on sensory characteristics to convey information about content and elements. **Exceptions include:** • An orange background color is used behind a participants name in the participants list to indicate that the respective user is from an external organization. This information is not made available to assistive technology users.

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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The product conveys information without solely using color differences. **Exceptions include:** • An orange background color is used behind a participants name in the participants list to indicate that the respective user is from an external organization. This information is not made available to assistive technologies.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Meeting participants must choose to Join Audio upon entering a meeting before meeting audio is enabled (unless 'Automatically join audio by computer when joining a meeting' is enabled). A dismissible audio chime (that pauses in 4-second intervals) is automatically played when a user receives a call. However, the product does not yet provide a dedicated keyboard shortcut to 'Leave Computer Audio' while in meeting.
2.1.1 Keyboard (Level A) Also applies to:	Supports with Exceptions	The product provides keyboard support to most elements in the application.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 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)		**Exceptions Include:** • The 4 buttons on the home screen (e.g. "Start Meeting", "Join", etc..) are not keyboard accessible (without Talkback) • The "Search Contacts" and "Search Channels" search bars are not keyboard accessible. Users must instead use the dedicated Search button to begin searching (without Talkback)
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product allows for keyboard navigation throughout the application without keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software)	Not applicable	The Zoom mobile application does not support keyboard shortcuts

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: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 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	Zoom meetings time out after either 24 hours or 40 minutes depending on what plan the user is on and how many participants are in the meeting. For more details see: https://support.zoom.us/hc/en-us/articles/202460676-Will-My-Meeting-Time-Out- . The application warns users prior to timing out with a notification dialog. When a meeting moderator closes a Breakout Room, the breakout room participants will be kicked out of the breakout room after a 60-second warning. This timeout may not be adjusted due to the nature of the breakout room feature
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The majority of dynamic moving content can be dismissible on demand by users. **Exceptions include:** • When a user receives an in-meeting chat, the message is displayed a dialog at the bottom of the screen. This moving content cannot be disabled unless the user enters the Participants screen.

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 with Exceptions	The majority of the product does not contain instances of flashing.
		Exceptions include:
		   • When a user receives an in-meeting chat, the message is displayed a dialog at the bottom right corner of the screen, and the unread badge updates.

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 properly and programmatically titles all of its windows to ensure users understand where they are in the 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) • 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 a focus order (through Talkback) that is consistent with the visual order of the application.
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) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Supports	The Zoom mobile application uses a limited number of external links. All links have clear text to allow the user to understand the purpose of each link.

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) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product does not require any multi-point gestures in order to operate content.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not use down-events to execute most functions. Down-events are only used in the Whiteboard feature for annotations where it is essential.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software)	Supports	The product utilizes elements that have the same accessible name as its visual label.

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

Criteria	Conformance Level	Remarks and Explanations
• 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (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)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (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 does not initiate changes of context upon user input.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Does not Support	The product does not use form fields with automatic error detection and error messages. Users will be unable to proceed in areas where correct input is required, but there are no visible error messages.

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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exception	The product uses visible form labels pages with many input fields. However some forms rely on placeholder text as an alternative for visible form labels. **These exceptions include but are not limited to:** • Invite screen • Join a Meeting screen • Add a Contact screen • Sign In screen
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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	This product is not implemented using markup languages.

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 with Exceptions	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies. **Exceptions include:** • The "More" button in the compose region of Chat does not announce its expand/collapsed state. • "Allow Attendees Chat To" popup button does not have a programmatic role • Several elements and controls do not have name attributes (see WCAG 1.1 Non-text Content)

Table 2: Success Criteria, Level AA

Notes:

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) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	The product supports closed captioning for its meetings. Meeting hosts can assign a dedicated participant to type closed captioning, or use a 3rd party closed captioning provider.

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

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) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exception	Most of the product follows the minimal color contrast ratio for the text over the background. **Exceptions Include** • A light grey typeface is used in a few instances throughout the application for secondary level information and placeholder text. The color contrast for these elements range from 1.9:1 to 2.7:1 • A light blue typeface is used for several buttons. The color contrast for these buttons is 2.6:1
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) • 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 inherits the text resize options configured in the Android settings.

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)
   • 11.1.4.5.2 (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)
   • 11.1.4.10.2 (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) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.
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) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product does not use the on-hover design pattern
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Not applicable	The product is not a web application

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) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The product provides descriptive headings and labels throughout the application. However several forms rely on placeholder text as an alternative for visible form labels. **These exceptions include but are not limited to:** • Invite screen • Join a Meeting screen • Add a Contact screen • Sign In screen
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 through Android Talkback.

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 • 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 provide content written in multiple languages at once.
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 • 11.3.2.3 (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.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Not applicable	This product is not a web application.

Criteria	Conformance Level	Remarks and Explanations
• 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The product does not use form fields with automatic error detection and error messages. Users will be unable to proceed in areas where correct input is required, but there are no visible error messages.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool)	Not applicable	The product does not cause legal commitments or financial transactions for the user.

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 • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 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

Criteria	Conformance Level	Remarks and Explanations
		Talkback accessible. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated (see WCAG 4.1.2 Name, Role, Value) • The product solely uses color to communicate information in a few instances (see WCAG 1.4.1 Use of Color)
302.2 With Limited Vision	Supports with Exception	Most of the product is accessible to users with low vision. **Exceptions include:** • There are several instances in the product where it does not meet the minimum color contrast ratio (see WCAG 1.4.3 Contrast)
302.3 Without Perception of Color	Supports	Most of the product can be used without the perception of color. **Exceptions include:** • The product solely uses color to communicate information in a few instances (see WCAG 1.4.1 Use of Color)
302.4 Without Hearing	Supports	The product can be used without the use of hearing by supporting 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 supporting live closed captioning, and post-meeting transcripts
302.6 Without Speech	Supports	The product can be fully operated without the use of speech.
302.7 With Limited Manipulation	Supports	The product provides keyboard-accessible functions (through Talkback) to ensure that the product is usable with limited manipulation.
302.8 With Limited Reach and Strength	Supports	The product is fully functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exception	The product is functional for users with limited language, cognitive, and learning abilities. **Exceptions include:** • Several features and dialogs are timing restricted (2.2.1 Timing Adjustable) • Several input fields do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions)

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

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
502.2.2 No Disruption of Accessibility Features	Supports	The application does not disrupt or disable Android operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
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 use tables to present information
502.3.4 Values	Supports	All values can be programmatically determined by assistive technologies
502.3.5 Modification of Values	Supports	The product allows assistive technologies to modify values of all applicable objects.
502.3.6 Label Relationships	Supports	All controls are programmatically associated with their respective labels.
502.3.7 Hierarchical Relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
502.3.8 Text	Supports	The product ensures that all text can be programmatically determined by Talkback
502.3.9 Modification of Text	Supports	The product allows assistive technologies to modify all applicable texts.
502.3.10 List of Actions	Supports with Exception	The product ensures that most controls programmatically expose its list

Criteria	Conformance Level	Remarks and Explanations
		of information to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
502.3.11 Actions on Objects	Supports with Exception	The product programmatically exposes the available actions to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
502.3.12 Focus Cursor	Supports	The product supports Talkback's focus cursor throughout the application to indicate where the focus is at all times.
502.3.13 Modification of Focus Cursor	Supports	The product allows assistive technologies to control the focus and selection cursor on all controls.
502.3.14 Event Notification	Supports with Exception	The product makes notification information available to assistive technology users. **Exceptions include:** • Inadequate audio feedback is provided upon o Upload/download files through Zoom Chat
502.4 Platform Accessibility Features	Not applicable	This product is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product inherits the accessibility settings configured in the Android 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	See WCAG 2.x section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
authoring tool, enter "not applicable")		
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 accommodate 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 Talkback accessible. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated (see WCAG 4.1.2 Name, Role, Value) • The product solely uses color to communicate information in a few instances (see WCAG 1.41.1 Use of Color)
4.2.2 Usage with limited vision	Supports with Exception	Most of the product is accessible to users with low vision. **Exceptions include:** • The product currently does not support resizing of text in the user interface (see WCAG 1.4.4 Resize text) • There are several instances in the product where it does not meet the minimum color contrast ratio (see WCAG 1.4.3 Contrast)
4.2.3 Usage without perception of colour	Supports with Exception	Most of the product can be used without the perception of color. **Exceptions include:** • The product solely uses color to communicate information in a few instances (see WCAG 1.41.1 Use 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(see WCAG 1.2.4 Captions) The product allows recorded meetings to be fully captioned (see WCAG

Criteria	Conformance Level	Remarks and Explanations
		1.2.2 Captions Prerecorded)
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 with Exceptions	The product is functional for users with limited language, cognitive, and learning abilities. **Exceptions include:** • Several features and dialogs are timing restricted (see WCAG 2.2.1 Timing Adjustable) • Several input fields do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions)
4.2.11 Privacy	Supports	The product's accessibility components maintain the users' privacy.

Chapter 5: Generic Requirements

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Not applicable	The product is not closed software
5.1.3.8 Masked entry	Not applicable	The product is not closed software
5.1.3.9 Private access to personal data	Not applicable	The product is not closed software
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed software
5.1.3.11 Private listening	Not applicable	The product is not closed software
5.1.3.12 Speaker volume	Not applicable	The product is not closed software
5.1.3.13 Volume reset	Not applicable	The product is not closed software
5.1.3.14 Spoken languages	Not applicable	The product is not closed software
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed software
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed software
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed software
5.1.5 Visual output for auditory information	Not applicable	The product is not closed software
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed software
5.2 Activation of accessibility features	Not applicable	The product is not closed software
5.3 Biometrics	Not applicable	The product does not use biometrics
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product is not hardware
5.5.2 Operable parts discernibility	Not applicable	The product is not hardware
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product is not hardware
5.6.2 Visual status	Not applicable	The product is not hardware
5.7 Key repeat	Not applicable	The product is not hardware
5.8 Double-strike key acceptance	Not applicable	The product is not hardware

Criteria	Conformance Level	Remarks and Explanations
5.9 Simultaneous user actions	Not applicable	The product is not hardware

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	The product can encode and decode audio with a frequency range that ensures clear audio quality.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.2.1.2 Concurrent voice and text	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.2.2.1 Visually distinguishable display	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.2.2.2 Programmatically determinable send and receive direction	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.2.3 Interoperability	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT

Criteria	Conformance Level	Remarks and Explanations
		functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.2.4 Real-time text responsiveness	Does not Support	Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals.
6.3 Caller ID	Supports	Zoom Phone softphone in the application supports displaying the caller ID for incoming and outgoing calls. For users who cannot see the display, the caller ID will be announced by
6.4 Alternatives to voice-based services	Supports	Zoom Phone softphone in the application supports voicemails. Received voicemails may be accessed through the Zoom application.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Supports	The product supports at least CIF resolution.
6.5.3 Frame rate	Supports	The product supports a frame rate of at least 12 frames per second.
6.5.4 Synchronization between audio and video	Supports	The product ensures that audio and video latency fall at least below 100 ms.
6.6 Alternatives to video-based services (advisory only)	Heading cell – no response required	Heading cell – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations

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 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.

Criteria	Conformance Level	Remarks and Explanations
10.6 Audio description timing	Not applicable	The product does not contain synchronized media with audio description

Chapter 11: Software

Notes:

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 11.3.2..17	
11.3.2.4 Assistive technology	Not applicable	This product is not an assistive technology
11.3.2.5 Object information	Supports with exceptions	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies. **Exceptions include:** The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
11.3.2.6 Row, column, and headers	Not applicable	The product does not use tables to present

Criteria	Conformance Level	Remarks and Explanations
		information
11.3.2.7 Values	Supports	All values can be programmatically determined by assistive technologies
11.3.2.8 Label relationships	Supports	All controls are programmatically associated with their respective labels.
11.3.2.9 Parent-child relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
11.3.2.10 Text	Supports	The product ensures that all text can be programmatically determined by Talkback
11.3.2.11 List of available actions	Supports with Exception	The product ensures that most controls programmatically expose its list of information to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
11.3.2.12 Execution of available actions	Supports with Exception	The product programmatically exposes the available actions to assistive technologies. **Exceptions include:** • The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value)
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	The product allows assistive technologies to control the focus and selection cursor on all controls.
11.3.2.15 Change notification	Supports with Exceptions	The product makes notification information available to assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
		Exceptions include: • Inadequate audio feedback is provided when users ○ Upload/download files through Zoom Chat
11.3.2.16 Modifications of states and properties	Supports with Exceptions	The product contains several instances where elements' programmatic roles or values are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) and thus do not afford the necessary state/property modifications.
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 Android operating system accessibility features.
11.4 User preferences	Supports with Exception	Application inherits the accessibility settings configured in the Android 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 [WCAG 2.x](#) 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.
12.2.3 Effective communication	Supports	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.