

Google Phone Accessibility Conformance Report

Revised Section 508 + WCAG 2.1 Edition

(Based on VPAT[®] Version 2.4Rev)

Name of Product/Version: Google Phone

Report Date: 21 July 2023

Product Description: Google Phone is Google's official phone calling application.

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Notes:

Evaluation Methods Used:

This evaluation was conducted with assistance from the Digital Accessible Experience (DAX) team at the Chicago Lighthouse. Testing was performed on Google Pixel devices using Talkback, Google Switch Access, keyboard navigation, Screen Magnification, Color contrast testing within light and dark themes.

¹"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<u>Web Content Accessibility Guidelines 2.0</u>	Level A Yes Level AA Yes
<u>Web Content Accessibility Guidelines 2.1</u>	Level A Yes Level AA Yes
<u>Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</u>	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 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation properly label and announce all non-text elements during navigation.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains pre recorded media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains prerecorded, synchronized media content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains pre recorded media.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to:</p>	<p>Google Phone: Partially Supports</p>	<p>Google Phone supports info and relationships, with one exception:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Documentation: Supports	After entering an emergency number to call in direct boot mode, users are unable to perceive the edit field containing the number through assistive technology to make edits or review before calling. Documentation: The documentation supports info and relationships.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation present elements in a correct and logical reading sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation provide multiple sensory characteristics for operations.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Neither Google Phone nor documentation relies solely on color to convey information or distinguish elements.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Google Phone: Supports Documentation: Supports	Neither Google Phone nor documentation contains audio that plays automatically for more than three (3) seconds.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation are operable with a keyboard.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation presents instances where keyboard users are unable to navigate away from areas by way of a keyboard.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation utilizes single character keyboard shortcuts.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains content with a time out that can reasonably be expected to be adjusted.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation provide mechanisms to pause, stop, or hide moving, blinking, scrolling, or auto updating content that lasts more than five (5) seconds.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Phone nor documentation includes content which flashes more than three (3) times per second.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation provide extensive methods for bypassing repeated content such as headings, frames, and keyboard shortcuts.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation provide titles for pages that describe topic or purpose.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Partially Supports</p> <p>Documentation: supports</p>	<p>Google Phone presents elements in a meaningful focus order, with some exceptions: If users invoke the dialpad, it can not be interacted with by swiping left and right until focus is brought to it by exploring by touch.</p> <p>Documentation: The documentation presents elements in a meaningful focus order.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation contain links which clearly state their purpose.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation require multipoint or path-based gestures for operation.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation allow users to cancel pointer interactions.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation present labels visually and programatically.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation requires motion actuation for user interaction.</p>
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation specify the document language in the HTML markup.</p>
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains elements that initiate changes of context when focused.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation contain form controls that behave predictably.</p>
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation provide error identification.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Partially Supports Documentation: Supports</p>	<p>Google Phone provides appropriate instructions or labels when user input is required, with one exception: While recording a voicemail greeting, the instructions related to the button that starts recording are unclear, leaving users unsure whether or not they need to activate the button a second time to stop the recording.</p> <p>Documentation: The documentation provides appropriate instructions or labels when user input is required.</p>
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Google Phone: Partially Supports Documentation: Supports</p>	<p>Google Phone provides elements that have start and end tags, are nested appropriately, do not contain duplicate</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>attributes, and have unique IDs, with one exception: The label for the button, “Switch to another account” is reported a second time outside of the button as another element that can be interacted with.</p> <p>Documentation: The documentation provides elements with start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Phone provides proper names, roles, and values for elements, with some exceptions: While navigating the “More options” menu, the option to open settings reports as plain text and not as a control that can be interacted with. The same is true for the in call options, which are not reported as controls by assistive technology. The “Mute”, “Unmute”, and “Resume” buttons do not report their new state once toggled. After activating a number or contact to expand it, no indication is provided through assistive technology that new options have appeared and users are only made aware of this by exploring the screen.</p> <p>Documentation:</p>

Criteria	Conformance Level	Remarks and Explanations
		The documentation provides proper names, roles, and values for elements, with some exceptions: As noted above for the application, the documentation contains several controls that do not report as elements that can be interacted with, and are represented through assistive technology as plain text.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor documentation includes live, synchronized media.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports Documentation: Supports</p>	<p>Neither Google Phone nor Documentation contains prerecorded video content.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Partially Supports Documentation: Supports</p>	<p>Google Phone does not restrict content’s view or operation to a single orientation, with one exception: When the contacts tab is selected in landscape mode, opening the keypad will visually block the contact call icons. Documentation does not restrict content’s view or operation to a single orientation.</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports Documentation: Supports</p>	<p>Both Google Phone and documentation appropriately Identify the purpose of components, icons, and regions.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation have sufficient contrast between text and its background.</p>
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation allow users to zoom in up to 200% without loss of content or functionality.</p>
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Phone nor documentation contains images of text.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation are able to reflow to fit most screen sizes and zoom levels.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation have sufficient contrast between important components or graphics and their backgrounds.</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation allow users to adjust text spacing without loss of content or functionality.</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p>	<p>Google Phone: Supports</p>	<p>Both Google Phone and documentation ensure that content appearing on hover or</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Documentation: Supports	focus is dismissible, hoverable, and persistent.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 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 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation provide users with multiple ways to navigate sections and content.
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation provide users with headings or labels that describe topic, purpose, or content.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation provide a visible focus indicator for elements.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Phone: Supports Documentation: Supports	Both Google Phone and documentation display passages or phrases in the page's native language.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation provide clear and consistent navigation across sections and content.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Google Phone: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Phone consistently identifies components with the same functionality, with one exception: Throughout the settings menu, the button that navigates back is sometimes reported as “Go back“ button and sometimes reported as “Navigate up” button. Documentation: The documentation consistently identifies components with the same functionality.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Phone and documentation offer suggestions for resolving errors on input.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Phone: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Phone nor documentation inherently causes legal commitments or financial transactions to occur.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Google Phone: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Phone provides status messages that are presented to and reported through assistive technology, with some exceptions:</p> <p>When screening a call and using the reply feature, responses and replies are not announced as they appear on screen, and users need to manually navigate to these text elements to perceive them.</p> <p>While swapping active calls, no indication is provided through assistive technology if either other caller hangs up before the action can be completed.</p> <p>When making a call from search, no indication is provided through assistive technology if or when search results are available.</p> <p>Documentation: The documentation provides status messages that are presented to and reported through assistive technology, with one exception: When searching in the help and feedback section, search results auto populate as users type, but no indication is provided through assistive technology that search results are available.</p>

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Google Phone provides the correct name, role, state, and other important accessibility information, with few exceptions, detailed in tables 1 and 2
302.2 With Limited Vision	Partially Supports	Google Phone provides the correct name, role, state, and other important accessibility information, with few exceptions, detailed in tables 1 and 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	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>402 Closed Functionality</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<i>402.1 General</i>	Heading cell – no response required	Heading cell – no response required
<i>402.2 Speech-Output Enabled</i>	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	
<i>402.3 Volume</i>	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	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<i>407.3 Input Controls</i>	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	
<i>407.8 Reach Height and Depth</i>	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	
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	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
412.2 <i>Volume Gain</i>	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	
412.3 <i>Interference Reduction and Magnetic Coupling</i>	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	
412.7 Video Communication	Not Applicable	
412.8 <i>Legacy TTY Support</i>	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	
<u>413 Closed Caption Processing Technologies</u>	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	

Criteria	Conformance Level	Remarks and Explanations
<i>414 Audio Description Processing Technologies</i>	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	
<i>415 User Controls for Captions and Audio Descriptions</i>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	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 2.x section
<i>502 Interoperability with Assistive Technology</i>	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	
<i>502.3 Accessibility Services</i>	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	
502.3.10 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	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	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	
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 2.x 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](#)

Notes:

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	
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation for Google Phone is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.

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