

Infobase Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: *Films On Demand*

Product Description: *Films On Demand* offers high-quality streaming video on academic, vocational, and life-skills topics for schools, colleges, libraries, the medical community, and other institutions.

Date: February 2020

Contact information: video.support@infobaselearning.com

Notes: This VPAT 2.3 (Revised Section 508 Edition) report supersedes all previously published VPAT versions published for *Films On Demand*.

Evaluation Methods Used: The main testing methods were to use testing tools such as WAVE (web accessibility evaluation tool) from WebAIM, the JAWS screen reader, and manual visual evaluation, such as keyboard navigation.

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 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 2.0 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: Testing occurred on the homepage, several form pages, various search results pages, and video pages. Extensive video player testing also occurred. Additionally, a small amount of video content may have corresponding downloadable PDF documents such as lesson plans and teacher guides. These supplemental documents may or may not meet current PDF accessibility standards. The digital accessibility of PDFs was not considered in the proceeding evaluation.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (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) 	Supports	<p>Images and non-text content have appropriate alternative text.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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) 	Supports	<p>Most videos include synchronized closed captioning, and interactive text transcripts.</p> <p>Some prerecorded audio-only and silent video-only media files, such as a few foreign-language, archival, and historical film videos, may not have captions or transcripts readily available. Every effort to acquire captions or transcripts are made for these videos. Search filters can be applied to exclude these videos from displaying in search results if necessary.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.2.2 Captions (Prerecorded) (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) 	Supports	<p>Synchronized closed captioning and interactive transcripts are available for most video titles.</p> <p>As mentioned above, some exceptions exist. For example, a few foreign-language, archival, and historical video media may not have separate captions or transcripts. Search filters or other collection</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>management constraints can be applied to exclude these videos from displaying in search results.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</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) 	Partially Supports	<p>Most videos on <i>Films on Demand</i> have closed captioning and interactive text transcripts.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.3.1 Info and Relationships</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) 	Supports	<p>Semantic HTML and text labels associated with form input elements are used appropriately throughout <i>Films on Demand</i>.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.3.2 Meaningful Sequence</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) 	Supports	<p>The reading and navigation order of the content is logical and intuitive.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.3.3 Sensory Characteristics</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) 	Supports	<p>Instructions for understanding and operating content do not rely on sensory characteristics. Typically, text instructions and labels are provided.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<p>Color is not used as the only means of conveying information. Color may be used to emphasize or</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>highlight specific links or controls, but it is usually in addition to other visual cues.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.4.2 Audio Control (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) 	Supports	<p>A user has full media player control over the default settings, as well as ways to adjust the start, stop, and the volume of a video via the keyboard.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.1.1 Keyboard (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) 	Supports	<p>The keyboard supports fundamental functions, including navigation, search, and video playback.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.1.2 No Keyboard Trap (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) 	Supports	<p>Keyboard controls can be used to move focus throughout <i>Films on Demand</i> without being trapped on a component.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.2.1 Timing Adjustable (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) 	Supports	<p>Content within <i>Films On Demand</i> does not have set time limits.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>An auto-scrolling carousel banner on the homepage currently does not have a comprehensive pausing mechanism.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Test method: Manual visual evaluation and testing tools.
<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) 	Supports	<p><i>Films On Demand</i> does not contain anything that flashes more than permitted.</p> <p>Test method: Manual visual evaluation and testing tools.</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 	Supports	<p>Skip to Main Content bypass link is available on all pages.</p> <p>Test method: Manual visual evaluation and testing tools.</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) 	Supports	<p>All web pages include titles that describe the topic or purpose.</p> <p>Test method: Manual visual evaluation and testing tools.</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) 	Supports	<p>Content that receives focus is logical and in an intuitive order that preserves meaning.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>2.4.4 Link Purpose (In Context)</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) 	Supports	<p>The purpose of links can be determined from the link text itself or surrounding text or related content.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (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) 	Supports	<p>The default language of each page in the <i>Films On Demand</i> site can be programmatically determined.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.2.1 On Focus (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) 	Supports	<p>Components of the <i>Films On Demand</i> site do not initiate a change of context when receiving focus.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.2.2 On Input (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) 	Supports	<p>Adjusting the settings of user interface components never causes a change of context.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.1 Error Identification (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) 	Supports	<p>When input errors are detected, the item causing the error is identified, and the error is described in the text.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.2 Labels or Instructions (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) 	Supports	<p>Instructions and labels are provided when user inputs are required.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	<p>All pages conform to modern HTML web standards. HTML code has no significant validation errors, according to http://validator.w3.org.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Test method: Manual visual evaluation and testing tools.
<p>4.1.2 Name, Role, Value (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) 	Supports	<p><i>Films On Demand</i> uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. All form controls have corresponding labels.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

Table 2: Success Criteria, Level AA

Notes: The initial landing pages, form pages, and various search results pages were tested. Extensive tests of the video player were conducted.

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</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) 	Supports	Live content is not offered in <i>Films On Demand</i> . Since there is no content to which this criterion applies, this criterion is satisfied.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</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) 	Partially Supports	<p>Closed Captioning and interactive transcripts are available for most titles.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	<p>Default settings meet contrast ratio standards.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.4 Resize text</u> (Level AA)</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) 	Supports	<p>Text can be resized up to 200 percent without loss of content or functionality.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</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) 	Supports	<p>No images of text alone are used. For images with text as part of the image, such as logotype or content branding in banners, an appropriate alt attribute is used.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</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 	Supports	<p>There are multiple ways to navigate through the <i>Films On Demand</i> to find any page, such as browsing, searching, or direct links.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</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) 	Supports	<p>Heading levels and form control labels are informative.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</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) 	Supports	<p>The focus indicator ring is visible throughout the site while using the keyboard to navigate.</p> <p>Test method: Manual visual evaluation and testing tools.</p>

<p>3.1.2 Language of Parts (Level AA)</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) 	Supports	<p>The language of all pages is identified using the HTML language attribute (e.g., <html lang="en" ...>).</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.2.3 Consistent Navigation (Level AA)</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 	Supports	<p>The repeated navigational mechanisms, such as the header and search options, are always repeated in the same relative order.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.2.4 Consistent Identification (Level AA)</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 	Supports	<p>Components with the same functionality are identified in the same way.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.3 Error Suggestion (Level AA)</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) 	Supports	<p>When input errors are detected, suggested corrections are provided.</p> <p>Test method: Manual visual evaluation and testing tools.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</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) 	Supports	<p><i>Films On Demand</i> does not conduct legal commitments or financial transactions. Since there is no content to which this criterion applies, this criterion is satisfied.</p>

Table 3: Success Criteria, Level AAA

Notes: *Films On Demand* video streaming website is not being evaluated for Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<i>Films On Demand</i> content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications.
302.2 With Limited Vision	Supports	<i>Films On Demand</i> supports browser magnification up to 200% and can be accessed with AT.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Supports	The video player supports captions and transcripts.
302.5 With Limited Hearing	Supports	The video player supports captions and transcripts.
302.6 Without Speech	Not Applicable	<i>Films On Demand</i> has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Supports	<i>Films On Demand</i> supports standard input mechanisms such as keyboard navigation. The usage of the product does not require fine motor controls nor simultaneous actions.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<i>Films On Demand</i> video player allows for speed adjustments and has no timed response limits to play videos. Error indications and suggestions are also provided when an input error is detected. Logical keyboard navigation and tab focus order functionality is available across the site as well.

Chapter 4: [Hardware](#)

Notes: *Films On Demand* is a video streaming website and is not subject to the requirement of this section.

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 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<i>Films On Demand</i> interoperates with browsers, operating systems, and assistive technology for user control of accessibility features, which may allow users to control high contrast modes, enlargement of text, and text to speech. Additionally, <i>Films On Demand</i> provides settings for adjustments to captions display in the video player.
502.2.2 No Disruption of Accessibility Features	Supports	<i>Films On Demand</i> does not disrupt accessibility features provided by other products or operating systems.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	All core video playback features are supported.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Supports	All core video playback features are supported.
502.3.3 Row, Column, and Headers	Supports	All data tables include properly marked up rows, columns, and headers.
502.3.4 Values	Supports	All core video playback features are supported.
502.3.5 Modification of Values	Supports	All core video playback features are supported.
502.3.6 Label Relationships	Supports	Fundamental functions, including navigation, search, and video playback, are supported.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships are programmatically determinable and accessible through assistive technologies, such as screen readers.
502.3.8 Text	Supports	Text is displayed using standard HTML and styled using CSS.
502.3.9 Modification of Text	Supports	In-video captions can be customized, including size, color, and background color. Caption text, however, is not editable. Its display can be modified with browser and operating system controls.
502.3.10 List of Actions	Supports	UI components provide a list of actions programmatically determinable by assistive technologies.
502.3.11 Actions on Objects	Supports	Available actions on objects can be programmatically determined to allow assistive technologies to execute any function.
502.3.12 Focus Cursor	Supports	The focus indicator ring is visible throughout the site while using the keyboard to navigate.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	The focus indicator ring is visible throughout the site while using the keyboard to navigate.
502.3.14 Event Notification	Supports	<i>Films On Demand</i> notifies assistive technologies of events relevant to user interaction, such as changes in the component's state, value, name, description, or boundary.
502.4 Platform Accessibility Features	Supports	<i>Films On Demand</i> does not disrupt standard accessibility features, such as those available in web browsers and operating systems. Features may include high contrast mode, keystroke modifications, and text adjustments. Additionally, closed captions and interactive transcripts are provided for all English language video content.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	User preferences set outside <i>Films On Demand</i> , such as the browser and operating system display settings, are fully supported.
503.3 Alternative User Interfaces	Not Applicable	The <i>Films On Demand</i> standard interface supports assistive technology, so an alternative user interface is not provided.
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	Some caption controls are provided within the video player, while additional caption controls can be found in the User Profile Account Settings.
503.4.2 Audio Description Controls	Not Applicable	Audio descriptions are not provided, so there are no audio description controls.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	<i>Films On Demand</i> does not include any authoring tools.
504.2.2 PDF Export	Not Applicable	<i>Films On Demand</i> does not include any authoring tools.
504.3 Prompts	Not Applicable	<i>Films On Demand</i> does not include any authoring tools.
504.4 Templates	Not Applicable	<i>Films On Demand</i> does not include any authoring tools.

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

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	Documentation of accessibility and compatibility features is available in the <i>Films On Demand</i> help center. Compliance statements, including an ADA statement and VPAT, are also available.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the <i>Films On Demand</i> help center. Support is also provided over email, telephone, and live chat.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	The <i>Films On Demand</i> Support team can be contacted for assistance via email, phone, or live chat. Other methods can be made available upon request.

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