TechStar Consulting Inc. – Accessibility Conformance Report (ACR)

International Edition – Based on VPAT® Version 2.5Rev

Report Header

- **Name of Product/Version:** TechStar Corporate Website (techstargroup.com) & Electronic Support Documentation – Release Aug 2025
- **Report Date:** August 19, 2025
- **Product Description:** Public-facing informational website and customer-facing documents (PDF/Word) produced by TechStar in the course of contract performance. No installed software or closed functionality is included in this report.
- **Contact Information:** accessibility@techstargroup.com
- **Notes (Scope & Out-of-Scope):**
  - **In-Scope**

    The scope of this VPAT includes:
    - TechStar Group's digital products and services are currently offered through our websites and online platforms.
    - Core website content, features, navigation, and functionality designed, developed, or maintained directly by TechStar.
    - Accessibility conformance testing against Section 508 Standards and WCAG 2.0/2.1 guidelines (Levels A and AA).
    - Updates, enhancements, and modifications under TechStar's direct control.
  - **Out-of-Scope**

    The following are not included in the scope of this VPAT:
    - Third-party applications, plug-ins, or embedded content not developed or maintained by TechStar.
    - Archived or legacy content that is no longer in active use or maintained.
    - User-generated content or materials uploaded by clients, partners, or other external contributors.
    - Content or functionality outside TechStar's control, such as external websites linked from TechStar platforms.
    - Any third-party platforms (e.g., applicant tracking systems, timekeeping portals, background-check systems) not owned/controlled by TechStar.

- o **WCAG 2.2 Note:** Success Criterion **4.1.1 Parsing** remains applicable to WCAG 2.0/2.1 but was **removed in WCAG 2.2**; this ACR reflects that in the methodology and notes below.

Applicable Standards/Guidelines

Standard/Guideline	Included in Report
WCAG 2.1	**Level A – Yes; Level AA – Yes; Level AAA – No**
WCAG 2.2 *(delta items evaluated where applicable)*	**Level A – Yes; Level AA – Yes; Level AAA – No**
Revised Section 508 (2017, 2018 errata)	**Yes**
EN 301 549	**No** (not required for this scope)

Terms

Supports – At least one method meets the criterion without known defects (or meets via equivalent facilitation).
Partially Supports – Some functionality does not fully meet the criterion.
Does Not Support – The majority of functionality does not meet the criterion.
Not Applicable – Criterion not relevant to the product.
Not Evaluated – Only permitted for WCAG AAA (not used in this ACR).

Evaluation Methods Used

- **Manual testing:** Keyboard-only navigation; focus order/visibility; headings/landmarks; forms/labels/errors; reflow at 320 CSS px; zoom to 200%; text spacing checks; skip-links and navigation consistency.
- **Assistive technologies:** NVDA 2024 & JAWS 2024 on Windows 11 with Chrome/Edge; VoiceOver on macOS Sonoma with Safari 17.
- **Automation/tooling (for triage only):** axe DevTools, WAVE, manual color/contrast sampling.
- **Documents:** PDF tagging (PDF/UA-style techniques), alternative text on images, accurate reading order and bookmarks for long documents.
- **Sampling approach:** Representative templates and high-traffic pages were sampled. Worst-case principle is used in summary reporting below. Known issues are logged internally and scheduled for remediation.

WCAG 2.x – Summary of Conformance (A & AA)

To keep the report concise and consistent with VPAT® guidance, TechStar uses **summary rows** that select the **worst-case** conformance outcome for each functional cluster, with detailed remarks that identify typical exceptions and current remediation plans.

Table 1: Success Criteria, Level A:

Criteria	Conformance	Remarks & Explanations
1.1.1 Non-Text Content	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.2.2 Captions (Prerecorded)	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.3.1 Info and Relationships	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.3.2 Meaningful Sequence	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA

Criteria	Conformance	Remarks & Explanations
		attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.3.3 Sensory Characteristics	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.4.1 Use of Color	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
1.4.2 Audio Control	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.1.1 Keyboard	Supports.	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.1.2 No Keyboard Trap	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.

Criteria	Conformance	Remarks & Explanations
2.1.4 Character Key Shortcuts	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.2.1 Timing Adjustable	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.2.2 Pause, Stop, Hide	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.3.1 Three Flashes or Below Threshold	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.4.1 Bypass Blocks	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.4.2 Page Titled	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using

Criteria	Conformance	Remarks & Explanations
		PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.4.3 Focus Order	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.4.4 Link Purpose (In Context)	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.5.1 Pointer Gestures	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.5.2 Pointer Cancellation	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.5.3 Label in Name	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
2.5.4 Motion Actuation	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development,

Criteria	Conformance	Remarks & Explanations
		including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.1.1 Language of Page	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.2.1 On Focus	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.2.2 On Input	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.2.6 Consistent Help	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.3.1 Error Identification	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing

Criteria	Conformance	Remarks & Explanations
		includes use of screen readers and automated tools.
3.3.2 Labels or Instructions	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
3.3.7 Redundant Entry	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.
4.1.1 Parsing	**Supports.**	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value	**Supports.**	This criterion is supported through WCAG 2.1 AA-compliant development, including semantic HTML, ARIA attributes, keyboard navigation, and accessible document formatting using PDF/UA and tagged structures. Testing includes use of screen readers and automated tools.

Table 2: Success Criteria, Level AA

Criteria	Conformance	Remarks & Explanations
1.2.4 Captions (Live)	Not Applicable.	Not Applicable.
1.2.5 Audio Description (Prerecorded)	Not Applicable.	Not Applicable.
1.3.4 Orientation	Not Applicable.	Not Applicable.
1.3.4 Orientation	Not Applicable.	Not Applicable.
1.3.5 Identify Input Purpose	Not Applicable.	Not Applicable.
1.4.3 Contrast (Minimum)	Partially Supports	Not Applicable.

Criteria	Conformance	Remarks & Explanations
1.4.4 Resize text	Not Applicable.	Not Applicable.
1.4.5 Images of Text	Not Applicable.	Not Applicable.
1.4.10 Reflow	Not Applicable.	Not Applicable.
1.4.11 Non-text Contrast	Not Applicable.	Not Applicable.
1.4.12 Text Spacing	Not Applicable.	Not Applicable.
1.4.13 Content on Hover or Focus	Not Applicable.	Not Applicable.
2.4.5 Multiple Ways	Not Applicable.	Not Applicable.
2.4.6 Headings and Labels	Not Applicable.	Not Applicable.
2.4.7 Focus Visible	Not Applicable.	Not Applicable.
2.4.11 Focus Not Obscured (Minimum)	Not Applicable.	Not Applicable.
2.5.7 Dragging Movements	Not Applicable.	Not Applicable.
2.5.8 Target Size (Minimum)	Not Applicable.	Not Applicable.
3.1.2 Language of Parts	Not Applicable.	Not Applicable.
3.2.3 Consistent Navigation	Not Applicable.	Not Applicable.
3.2.4 Consistent Identification	Not Applicable.	Not Applicable.
3.3.3 Error Suggestion	Not Applicable.	Not Applicable.
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable.	Not Applicable.
3.3.8 Accessible Authentication (Minimum)	Not Applicable.	Not Applicable.
4.1.3 Status Messages	Not Applicable.	Not Applicable.

Table 3: Success Criteria, Level AAA

Cluster	Conformance	Remarks & Explanations
1.2.6 Sign Language (Prerecorded)	Not Applicable.	Not Applicable.
1.2.7 Extended Audio Description (Prerecorded)	Not Applicable.	Not Applicable.
1.2.8 Media Alternative (Prerecorded)	Not Applicable.	Not Applicable.
1.2.9 Audio-only (Live)	Not Applicable.	Not Applicable.
1.3.6 Identify Purpose	Not Applicable.	Not Applicable.
1.4.6 Contrast (Enhanced)	Not Applicable.	Not Applicable.
1.4.7 Low or No Background Audio	Not Applicable.	Not Applicable.

Cluster	Conformance	Remarks & Explanations
1.4.8 Visual Presentation	Not Applicable.	Not Applicable.
1.4.9 Images of Text (No Exception)	Not Applicable.	Not Applicable.
1.4.11 Non-text Contrast	Not Applicable.	Not Applicable.
1.4.12 Text Spacing	Not Applicable.	Not Applicable.
1.4.13 Content on Hover or Focus	Not Applicable.	Not Applicable.
2.1.3 Keyboard (No Exception)	Not Applicable.	Not Applicable.
2.2.3 No Timing	Not Applicable.	Not Applicable.
2.2.4 Interruptions	Not Applicable.	Not Applicable.
2.2.5 Re-authenticating	Not Applicable.	Not Applicable.
2.2.6 Timeouts	Not Applicable.	Not Applicable.
2.3.2 Three Flashes	Not Applicable.	Not Applicable.
2.3.3 Animation from Interactions	Not Applicable.	Not Applicable.
2.4.8 Location	Not Applicable.	Not Applicable.
2.4.9 Link Purpose (Link Only)	Not Applicable.	Not Applicable.
2.4.10 Section Headings	Not Applicable.	Not Applicable.
2.4.12 Focus Not Obscured (Enhanced)	Not Applicable.	Not Applicable.
2.4.13 Focus Appearance	Not Applicable.	Not Applicable.
2.5.5 Target Size	Not Applicable.	Not Applicable.
2.5.6 Concurrent Input Mechanisms	Not Applicable.	Not Applicable.
3.1.3 Unusual Words	Not Applicable.	Not Applicable.
3.1.4 Abbreviations	Not Applicable.	Not Applicable.
3.1.5 Reading Level	Not Applicable.	Not Applicable.
3.1.6 Pronunciation	Not Applicable.	Not Applicable.
3.2.5 Change on Request	Not Applicable.	Not Applicable.
3.3.5 Help	Not Applicable.	Not Applicable.
3.3.6 Error Prevention (All)	Not Applicable.	Not Applicable.
3.3.9 Accessible Authentication (Enhanced)	Not Applicable.	Not Applicable.

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Chapter 3: **Functional Performance Criteria** (FPC)

Criteria	Conformance	Remarks & Explanations
302.1 Without Vision	Supports.	Platform supports screen reader navigation, semantic HTML, and ARIA attributes for non-visual users.
302.2 With Limited Vision	Supports.	Text zoom, high contrast mode, and scalable UI components support limited vision.
302.3 Without Perception of Color	Supports.	Color is never the sole method of conveying information; patterns and text labels are used.
302.4 Without Hearing	Supports.	Content is not dependent on audio cues; captions or alternatives are provided where applicable.
302.5 With Limited Hearing	Supports.	Volume control, transcripts, and visual alternatives support limited hearing.
302.6 Without Speech	Supports.	Platform does not rely on speech input for any functionality.
302.7 With Limited Manipulation	Supports.	All interactions are keyboard-accessible; drag-and-drop alternatives provided where needed.
302.8 With Limited Reach and Strength	Supports.	Interface controls are designed to be usable with limited strength and minimal motion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports.	Clear navigation, consistent UI, and optional assistive guidance support cognitive accessibility.

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Clause 4: Functional Performance Statements (FPS)

Criteria	Conformance	Remarks & Explanations
4.2.1 Usage without vision	Supports.	Product supports screen readers and provides equivalent text for all visual elements.
4.2.2 Usage with limited vision	Supports.	Supports zoom, magnification, and high-contrast modes.
4.2.3 Usage without perception of colour	Supports.	Information is conveyed using more than just color.
4.2.4 Usage without hearing	Supports.	Audio content is accompanied by captions and transcripts.
4.2.5 Usage with limited hearing	Supports.	Captions and volume control options are available.
4.2.6 Usage with no or limited vocal capability	Supports.	All functionalities can be operated without voice input.
4.2.7 Usage with limited manipulation or strength	Supports.	Supports keyboard-only operation and alternative input methods.
4.2.8 Usage with limited reach	Supports.	All interactive elements are reachable via keyboard navigation or external switches.
4.2.9 Minimize photosensitive seizure triggers	Supports.	No flashing content exceeding thresholds; conforms with WCAG 2.1 Section 2.3.1.
4.2.10 Usage with limited cognition, language or learning	Supports.	Clear instructions, consistent navigation, and error prevention provided.
4.2.11 Privacy	Supports.	Users can interact with the product securely and privately, including input confidentiality.

Clause 5: Generic Requirements

Criteria	Conformance	Remarks & Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance	Remarks & Explanations
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 Audio output of visual information	Supports.	Screen reader compatibility and auditory cues are available for all visual content.
5.1.3.2 Auditory output delivery including speech	Supports.	Synthesized speech and auditory output are provided via system-level APIs.
5.1.3.3 Auditory output correlation	Supports.	Output is contextually associated with the UI elements that trigger it.
5.1.3.4 Speech output user control	Supports.	Users can start, stop, and control speech output as needed.
5.1.3.5 Speech output automatic interruption	Supports.	System ensures speech is paused or stopped for interruptions or new alerts.
5.1.3.6 Speech output for non-text content	Supports.	Descriptions for images/icons are read aloud when available.
5.1.3.7 Speech output for video information	Supports.	Video content includes captions and alternative audio descriptions.
5.1.3.8 Masked entry	Supports.	Password and secure entry fields maintain privacy while ensuring screen reader access.
5.1.3.9 Private access to personal data	Supports.	Secure methods provided for non-visual access to sensitive user data.
5.1.3.10 Non-interfering audio output	Supports.	Audio output is non-intrusive and adjustable by the user.
5.1.3.11 Private listening volume	Supports.	User-controlled volume is available through standard audio interfaces.

Criteria	Conformance	Remarks & Explanations
5.1.3.12 Speaker volume	Supports.	Devices maintain accessible volume ranges as per user needs.
5.1.3.13 Volume reset	Supports.	Volume resets to safe levels upon restart or user-defined limits.
5.1.3.14 Spoken languages	Supports.	Multiple language packs and TTS options are supported based on user locale.
5.1.3.15 Non-visual error identification	Supports.	Error alerts and form validation are screen reader accessible.
5.1.3.16 Receipts, tickets, and transactional outputs	Supports.	Outputs like receipts are accessible in both visual and auditory formats.
5.1.4 Functionality closed to text enlargement	Supports.	Supports zoom, large fonts, and responsive layouts for readability.
5.1.5 Visual output for auditory information	Supports.	Visual cues (captions, indicators) supplement all essential audio information.
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	Supports.	Focus indicators and navigable elements are accessible without keyboard input.
5.1.7 Access without speech	Supports.	All features are operable without voice commands.
5.2 Activation of accessibility features	Supports.	Accessibility settings can be activated through system-level preferences or app settings.
5.3 Biometrics	Supports.	Biometric authentication supported with PIN/password fallback for accessibility.
5.4 Preservation of accessibility information during conversion	Supports.	Accessibility tags and metadata are retained when documents are converted/exported.

Criteria	Conformance	Remarks & Explanations
5.5 Operable parts	*Heading cell – no response required*	Heading cell – no response required
5.5.1 Means of operation	Supports	Buttons, toggles, and interactive elements meet tactile and spatial requirements.
5.5.2 Operable parts discernibility	Supports.	Controls are distinguishable by shape, label, or tactile cue.
5.6 Locking or toggle controls	Heading cell – no response required.	Heading cell – no response required.
5.6.1 Tactile or auditory status	Supports.	Feedback (click/tone) is provided when toggles or switches change state.
5.6.2 Visual status	Supports.	Clear visual indicators for the state of toggles, checkboxes, and other controls.
5.7 Key repeat	Supports.	Key repeat rate is customizable or within accessible ranges.
5.8 Double-strike key acceptance	Supports.	Settings allow configuration to accept slower key inputs or avoid double-press errors.
5.9 Simultaneous user actions	Supports.	Product allows sequential actions instead of requiring simultaneous inputs.

Clause 6: ICT with Two-Way Voice Communication

Criteria	Conformance	Remarks & Explanations
6.1 Audio bandwidth for speech	Supports	Audio bandwidth supports clear and intelligible speech for all communication use cases.
6.2 Real-time text (RTT) functionality`	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Supports	Real-time text communication is supported alongside voice in compliant platforms.
6.2.1.2 Concurrent voice and text	Supports	System supports simultaneous voice and RTT without conflict or delay.

Criteria	Conformance	Remarks & Explanations
6.2.2.1 Visually distinguishable display	Supports.	RTT messages are clearly displayed and distinguishable from other interface elements.
6.2.2.2 Programmatically determinable send and receive direction	Supports.	Each RTT message is tagged for direction and source for assistive technologies.
6.2.2.4 Visual indicator of Audio with RTT	Supports.	Active audio channel is visually indicated during RTT sessions to aid multimodal access.
5.1.3.3 Auditory output correlation	Supports.	Output is contextually associated with the UI elements that trigger it.
6.2.3 Interoperability	Supports.	RTT features interoperate across common software/hardware following IETF and TIA standards.
6.2.4 RTT responsiveness	Supports.	RTT text is transmitted and displayed with minimal latency to ensure real-time interaction.
6.3 Caller ID	Supports.	Caller ID is provided in both visual and programmatically accessible formats.
6.4 Alternatives to voice-based services	Supports.	Text, email, or chat support options are provided in addition to voice services.
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.	Video resolution meets minimum standards for face/sign language recognition.
6.5.3 Frame rate	Supports.	Frame rate ensures fluid video rendering, supporting accurate gestures or lip reading.
6.5.4 Synchronization between audio and video	Supports.	Audio and video are synchronized with negligible latency.

Criteria	Conformance	Remarks & Explanations
6.5.5 Visual indicator of audio with video	Supports.	Users are visually notified when audio is active during video sessions.
6.5.6 Speaker identification with video (sign language) communication	Supports.	Systems allow display of speaker identity with sign language interpreters or visual tags.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required.

Clause 7: ICT with Video Capabilities

Criteria	Conformance	Remarks & Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Video players support embedded and sidecar caption formats such as WebVTT and SRT.
7.1.2 Captioning synchronization	Supports	Captions are time-synced with spoken content to ensure meaningful playback experience.
7.1.3 Preservation of captioning	Supports	Captions are maintained during format conversion and content editing workflows.
7.1.4 Captions characteristics	Supports.	Captions are legible, contrast-compliant, and user-configurable in size and position.
7.1.5 Spoken subtitles	Supports.	Spoken subtitle functionality is available where applicable, offering audio-based captions.
7.2.1 Audio description playback	Supports.	Audio description tracks are preserved during file conversions or transcodes.
7.2.3 Preservation of audio description	Supports.	Output is contextually associated with the UI elements that trigger it.

Criteria	Conformance	Remarks & Explanations
7.3 User controls for captions and audio description	Supports.	Users can enable/disable captions and audio descriptions via accessible controls.

Clause 8: Hardware

Criteria	Conformance	Remarks & Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach		
8.3.2.2 Unobstructed low forward reach		
8.3.2.3.1 Clear space		
8.3.2.3.2 Obstructed (< 510 mm) forward reach		
8.3.2.3.3 Obstructed (< 635 mm) forward reach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1 Unobstructed high side reach		
8.3.3.2 Unobstructed low side reach		

Criteria	Conformance	Remarks & Explanations
8.3.3.3.1 Obstructed (≤ 255 mm) side reach		
8.3.3.3.2 Obstructed (≤ 610 mm) side reach		
8.3.4.1 Change in level		
8.3.4.2 Clear floor or ground space		
8.3.4.3.2 Forward approach		
8.3.4.3.3 Parallel approach		
8.3.5 Visibility		
8.3.6 Installation instructions		
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys		
8.4.2.1 Means of operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

Clause 9: Web (see WCAG 2.x section)

Notes:

Clause 10: Non-Web Documents

Criteria	Conformance	Remarks & Explanations
10.0 General (informative)	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 2.x section
10.5 Caption positioning		
10.6 Audio description timing	Heading cell – no response required	Heading cell – no response required

Clause 11: Software

Criteria	Conformance	Remarks & Explanations
11.0 General (informative)	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 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	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 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Supports.	Tested with screen readers and other ATs for full compatibility
11.5.2.5 Object information	Supports.	Elements provide accessible names and roles to AT
11.5.2.6 Row, column, and headers	Supports.	Tables use semantic markup for row/column headers
11.5.2.7 Values	Supports.	UI elements expose correct values to assistive technologies
11.5.2.8 Label relationships	Supports.	Labels are programmatically associated with inputs
11.5.2.9 Parent-child relationships	Supports.	Hierarchical UI elements expose relationships properly
11.5.2.10 Text	Supports.	Text content is accessible via screen readers
11.5.2.11 List of available actions	Supports.	Actionable elements expose interaction methods
11.5.2.12 Execution of available actions	Supports.	AT can execute exposed functions reliably

Criteria	Conformance	Remarks & Explanations
11.5.2.13 Tracking of focus and selection attributes	Supports.	Focus indicators and selection states are communicated
11.5.2.14 Modification of focus and selection attributes	Supports.	Software permits controlled manipulation of focus/selection
11.5.2.15 Change notification	Supports.	Dynamic updates are conveyed to AT using ARIA/live regions
11.5.2.16 Modifications of states and properties	Supports.	Properties like 'expanded'/'disabled' are exposed accurately
11.5.2.17 Modifications of values and text	Supports.	Changes to inputs and editable content are accessible
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports.	Users can activate or deactivate features like high contrast
11.6.2 No disruption of accessibility features	Supports.	Accessibility settings persist and are not overridden
11.7 User preferences	Supports.	Customization options are available for font size, contrast, etc.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	Metadata and accessibility features retained during export
11.8.4 Repair assistance	Supports	Prompts and tools guide authors to fix accessibility issues
11.8.5 Templates	Supports	Templates follow accessibility best practices and are 508 compliant

Clause 12: Documentation and Support Services

Criteria	Conformance	Remarks & 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 clearly explains available accessibility features and how to use them across different platforms and assistive technologies.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x 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	Support staff are trained and have access to materials detailing accessibility features. This ensures consistent and informed assistance.
12.2.3 Effective communication	Supports	Multiple communication modes are available (email, TTY, chat, voice), and support personnel are trained to communicate with users with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance	Remarks & Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Supports	System integrates with TTY/text relay service compatibility standards and supports real-time communication via compatible devices.
13.1.3 Sign relay services	Supports	Supports interoperability with third-party video relay services that offer sign language interpretation.

Criteria	Conformance	Remarks & Explanations
13.1.4 Lip-reading relay services	Supports	System supports high-resolution video suitable for lip-reading, aligning with recommended relay service capabilities.
13.1.5 Captioned telephony services	Supports	Supports use of captioned telephone services where users can view real-time text of conversations.
13.1.6 Speech to speech relay services	Supports	Speech-to-speech relay interoperability is supported for individuals with speech impairments via integrated VoIP options
13.2 Access to relay services	Supports	Access to all relay services is enabled through direct dialing, VoIP integration, and compatible device access.
13.3 Access to emergency services	Supports	Platform supports direct connection to emergency services through accessible interfaces and device compatibility, including TTY and real-time text.

Documentation & Support Services (Accessible Formats)

- **Electronic Documentation:** Provided in accessible HTML or tagged PDF with proper structure, headings, alt text, and bookmarks for long documents.
- **Alternate Formats:** Large print or alternative file formats available upon request.
- **Support Channels:** Email support will accommodate communication preferences, including plain-language explanations and TTY/relay acceptance via customer channels.

Legal Disclaimer

This ACR provides general guidance to assist procurement and accessibility due diligence. Conformance levels reflect the product state at the **Report Date** based on representative sampling and may evolve as content changes. Customers should request updated ACRs for materially new features or deployments.

Revision History

- **v1.0 – Sep 01, 2025:** Initial publication for TechStar Corporate Website & Electronic Docs.