Salesforce Accessibility Conformance Report International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

Name of Product/Version:	Salesforce Revenue Cloud Billing
Report Date:	November 2025
Product Description:	Revenue Cloud Billing is the flexible, automated billing platform built on core with an API-first approach, enabling customers to manage subscriptions, usage, and one-time charges across any channel. It streamlines invoicing, payments, and revenue recognition, helping businesses accelerate cash flow and scale with accuracy and efficiency.
Contact information:	accessibility@salesforce.com
Notes:	The scope of this ACR includes the functionalities / components from Revenue Cloud Billing such as: Billing Setup, Schedule Invoice Run, Payments Merchant Account, Payment Scheduler, Billing Central Dashboard, Billing Operations Console, Account Details, General Ledger Accounting Rules, Billing Agent and Billing Portal. For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility
Evaluation Methods Used:	Conformance to the listed accessibility standards has been evaluated using a combination of static analysis tools and manual testing with assistive technologies. Testing included a representative sample of different pages, states and content types. The following operating system, browsers, toolsets, and screen readers are used for evaluation: Windows 11, JAWS/Chrome, NVDA/Firefox, macOS VoiceOver/Safari (spot-checks), manual accessibility testing, and keyboard testing with visual focus.

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
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents

- o Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
- o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- ● Revised Section 508:
  - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - o 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 2.1 Conformance Requirements**.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally provides meaningful text alternatives for non-text content, contributing to a usable experience for assistive technology users. However, there are some exceptions: • A few meaningful images and icons either lack alternative text or have alternative text that is not descriptive. • Some decorative or visually hidden images are not hidden from assistive technologies. • All visual chart data on Billing Central Dashboard cannot be accessed by screen readers.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Web: Revenue Cloud Billing does not include any prerecorded audio or video content.

Criteria	Conformance Level	Remarks and Explanations

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.2 (Web)
   • 10.1.2.2 (Non-web document)
   • 11.1.2.2 (Open Functionality Software)
   • 11.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable	Web: Revenue Cloud Billing does not include any prerecorded video content.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.3 (Web)
   • 10.1.2.3 (Non-web document)
   • 11.1.2.3.1 (Open Functionality Software)
   • 11.1.2.3.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable	Web: Revenue Cloud Billing does not include any prerecorded video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally uses appropriate semantic HTML elements for basic content structure and relationships. However, there are some exceptions: ● Headings: Some pages contain illogical heading structure, text visually styled as headings, but not marked up semantically and non-heading text incorrectly marked as such. ● Lists: On some pages, lists are not properly marked up using semantic list elements, or they include invalid child elements. These issues prevent assistive technologies from correctly identifying and announcing list items. ● Labels and instructions: A few pages include instances where labels, group labels or instructions are not programmatically associated with their corresponding input fields. ● Errors: On a few pages, error messages are not correctly associated with their relevant fields, making it difficult for screen reader users to understand that an error has occurred.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally presents content in a meaningful sequence, allowing users to navigate and understand information effectively. However, there are a few exceptions that may make it difficult for screen reader users to perceive or understand the relationships between elements in the content: • On Schedule Invoice Run modal, informative text that appears below Target Date Offset and Invoice Date Offset fields are announced out of sequence. • On Billing Central Dashboard, some bar chart headings and their related charts are announced out of sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Revenue Cloud Billing user interface content is provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally avoids relying solely on color to convey information, which is beneficial for users with color perception differences. However, there are a few exceptions: ● On Billing Portal - Home and View Invoice, some links rely on color only to distinguish them from surrounding static text. ● On Billing Portal - Home, responsive menu links use color only to indicate their focused state.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Revenue Cloud Billing does not contain any audio content that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally ensures functionality is operable via keyboard, which is a good foundation for accessibility. However, there are a few exceptions: • On Account Details page, the False icon in the Billing Accounts table has a tooltip that is not accessible to keyboard users. • On Account Details - Preview Invoices page, keyboard users cannot perform the drag and drop actions available for the Relationship treeview elements. • On Billing Agent modal, the expected keyboard interaction pattern has not been implemented for the Select Agent radio group.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Revenue Cloud Billing supports standard keyboard navigation and ensures keyboard users are not trapped in a subset of content. The keyboard focus is not trapped in any page element.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Cloud Billing does not rely on single-character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally does not include content with time limits. However, there is an exception: ● Toast notifications in Billing Agent and Billing Portal - View Invoice are dismissed automatically after 5 seconds.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: Revenue Cloud Billing does not contain any moving, blinking, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Web: Revenue Cloud Billing does not contain any flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Revenue Cloud Billing enables users to skip repetitive content blocks when navigating across a set of web pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally has descriptive page titles that indicate the topic or purpose of each page. However, there is an exception: • The Billing Operations Console page has a page title that does not describe the page content.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Does Not Support	Web: Revenue Cloud Billing does not consistently manage keyboard focus logically and predictably, creating significant navigation barriers for keyboard and screen reader users: • Focus not managed on input: Several pages have instances of focus being lost when interactive elements are activated. • Error handling: When modal forms are submitted, there is inconsistent focus behavior. On some forms, focus remains on the activated submit button instead of moving to the error modal or the first invalid input field. On some forms, the error notification's close button cannot be focused using keyboard while the modal is open. • Inconsistent modal focus: In some modals, focus moves directly to the first input field or error link, skipping introductory or contextual content.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally provides useful link text, even when reading out of context. However, there is an exception: ● On Billing Portal - Home page, the X social media link to Salesforce profile does not have a descriptive name.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Cloud Billing can be operated with a single pointer, without multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Cloud Billing supports pointer cancellation for functionality that can be operated using a single pointer.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Cloud Billing ensures that accessible names contain visible label text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable	Web: Revenue Cloud Billing does not contain functionality that can only be operated via device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Revenue Cloud Billing specifies the default language for pages in the HTML.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: There are no context changes within the Revenue Cloud Billing user interface when components receive focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Changing the settings of core components and features in Revenue Cloud Billing does not cause unexpected changes in context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms across Revenue Cloud Billing occur in the same order relative to other pages.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally provides visual cues for error identification, such as error text, icons and color changes. However, there is an exception: ● On New Sequence Policy modal, there is no error message explaining why the fields in the Selection Condition section are disabled.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Cloud Billing generally provides visible labels or instructions when content requires user input. However, there are a few exceptions: • A few form fields do not have visible labels or instruction on the required format. • Placeholder text is used to provide a label or instruction instead of persistent text. • The meaning of the asterisk used to indicate a required field is not explained.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Revenue Cloud Billing generally does not require information to be entered multiple times in the same process. However, there is an exception: • On Account Details - Create Credit Memo modal, users have to enter the Billing and Shipping information twice, even when both addresses are the same.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Evaluated	Web: This criterion has been removed from WCAG 2.2. In WCAG 2.1 and 2.0, this Success Criterion should be considered as always satisfied for any content using HTML or XML.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supported	Web: On Revenue Cloud Billing, user interface components generally programmatically convey their name, role, state or value. However, there are some exceptions: • Several interactive elements like buttons and comboboxes do not have an accessible name that can be perceived by assistive technology users. • Several buttons do not convey states such as collapsed, pressed, active state. • A few comboboxes do not convey their disabled state. • On Billing Portal - Pay page, the credit card form fields do not programmatically indicate their invalid states. • On Billing Central Dashboard, Time Period combobox options are not announced when using JAWS in browse mode. • On Billing Portal - Home and View Invoice pages, tables containing interactive elements do not consistently expose their interactive roles to assistive technologies. • On Account Details - Preview Invoices page, the Relationships treeview structure is only partially implemented according to the ARIA treeview design pattern, limiting assistive technologies' ability to convey node relationships.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.2.4 (Web)
   ● 10.1.2.4 (Non-web document)
   ● 11.1.2.4 (Open Functionality Software)
   ● 11.1.2.4 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Not Applicable	Web: Revenue Cloud Billing does not include any live audio or video content.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.2.5 (Web)
   ● 10.1.2.5 (Non-web document)
   ● 11.1.2.5 (Open Functionality Software)
   ● 11.1.2.5 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Not Applicable	Web: Revenue Cloud Billing does not include audio-video content.

1.3.4 Orientation (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 9.1.3.4 (Web)
   ● 10.1.3.4 (Non-web document)
   ● 11.1.3.4 (Open Functionality Software)
   ● 11.1.3.4 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Supports	Web: Revenue Cloud Billing does not restrict views or operations to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations

1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 9.1.3.5 (Web)
   ● 10.1.3.5 (Non-web document)
   ● 11.1.3.5.1 (Open Functionality Software)
   ● 11.1.3.5.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Not Applicable	Web: Revenue Cloud Billing does not have input fields that require autocomplete support.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.3 (Web)
   ● 10.1.4.3 (Non-web document)
   ● 11.1.4.3 (Open Functionality Software)
   ● 11.1.4.3 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Partially Supports	Web: Revenue Cloud Billing generally provides text or images of text with adequate colour contrast.
		However, there are a few exceptions that do not meet contrast requirements:
		   • Read only form field values
		   • Table header text
		   • Link text in hover state
		   • Parts of images of text with 200% zoom

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.4 (Web)
   ● 10.1.4.4 (Non-web document)
   ● 11.1.4.4.1 (Open Functionality Software)
   ● 11.1.4.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Does Not Support	Web: Several pages in Revenue Billing Cloud have significant issues when text is increased to 200%:
		   • Text is either cut off, overlapped or truncated, making it hard to read the content.
		   • Content in tables is truncated.
		   • Parts of several modal forms are obscured by error notifications.
		   • On General Ledger Accounting Rules - Edit modal, Delete rule button is cut off from the page.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Revenue Billing Cloud user interface does not contain images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support	Web: Revenue Billing Cloud consistently fails to reflow content when users zoom the page to 400% and the viewport is set to 320 CSS pixels wide: ● Content is either severely cut off, truncated or overlapped, making it impossible to read the content and, in some cases, breaking functionality. ● Additional horizontal scrollbar appears requiring scrolling in 2 dimensions to read content. ● On Billing Agent modal, sticky regions completely block the chat history.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Non-text elements across Revenue Billing Cloud generally have adequate contrast. However, there are a few exceptions that do not meet contrast requirements: ● Focus indicators on a few pages ● Progress indicators and icons ● Input borders on Billing Portal - Home and Pay pages.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Revenue Billing Cloud generally allows text spacing adjustments, which is helpful for users who need a custom reading experience. However, there are a few exceptions, where text is cut off or overlaps when users increase text spacing: ● Relationship treeview elements, text labels and values in Account Details - Preview Invoices page ● Text label and values in Billing Portal - View Invoice page ● Chart axes labels, legends, and table content in Billing Central Dashboard
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Revenue Billing Cloud generally provides additional content on hover or focus, that is hoverable, dismissible and remains visible until hover or focus is removed. However, there are some exceptions: ● Tooltips triggered with hover cannot be dismissed without moving the mouse pointer. ● Tooltips disappear when the mouse pointer moves over them.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Revenue Billing Cloud contains contextual navigation methods that allow users to navigate to different sections or pages as desired.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Revenue Billing Cloud provides clear and descriptive headings and labels that help users understand the purpose of content and controls.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: Revenue Billing Cloud generally provides visible focus indicators for interactive elements, which aid keyboard navigation. However, there is an exception: ● On Account Details page, the Payment Methods radio buttons do not have visible focus indicators.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Billing Cloud ensures that elements remain visible when they receive keyboard focus.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does Not Support	Web: Revenue Billing Cloud does not provide a single pointer control for the one instance where drag and drop functionality is available.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: Revenue Billing Cloud generally provides adequately sized touch targets for interactive elements. However, there are some exceptions where touch targets do not meet minimum requirements, which can impact people with dexterity challenges or those using mobile devices: • Tooltip buttons presented next to interactive form fields • Radio buttons • Resize table column buttons • Table column menu buttons • Several buttons in Billing Agent modal

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.3.1.2 (Web)
   ● 10.3.1.2 (Non-web document)
   ● 11.3.1.2 (Open Functionality Software) – Does not apply
   ● 11.3.1.2 (Closed Software) – Does not apply
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Not Applicable	Web: No parts of the tested interface or content in Revenue Billing Cloud were in a different language to the rest of the page.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Revenue Billing Cloud provides consistent and repeated top menu navigation mechanisms across all pages.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Components and user interface controls with the same functionality are identified consistently across Revenue Billing Cloud.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Revenue Billing Cloud provides suggestions for correcting errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Legal and financial data entered by users within Revenue Billing Cloud can be checked and confirmed by the user before final submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Revenue Billing Cloud does not rely on cognitive function tests for authentication purposes.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Most status updates in Revenue Billing Cloud are conveyed programmatically. However, there are a few exceptions where updates are not announced or are announced incorrectly: • Dynamic changes to text on the page • Error notification • Confirmation displayed after requests are processed

Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Partially Supports	Web: Revenue Billing Cloud uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls are reachable using the keyboard and announced by assistive technology. However, there are some exceptions such as visual chart data cannot be accessed by assistive technologies, and focus is lost when certain controls are activated. Refer to the WCAG 2.x section for details.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Web: Does Not Support	Web: Revenue Billing Cloud does not provide a fully accessible experience for users with limited vision. Significant barriers include cut off, obscured or overlapping content with 200% browser zoom, content and functionality completely obscured by sticky content with 400% browser zoom, visual chart data cannot be accessed by assistive technologies, tooltips that are not dismissible without moving the mouse pointer or hoverable, disappearing toast notifications etc. Refer to the WCAG 2.x section for details.
302.3 Without Perception of Color	Web: Partially Supports	Web: While most information in Revenue Billing Cloud is conveyed through multiple visual cues, there are a few instances where color is used as the sole means to convey information such as links relying on color only to distinguish them from surrounding static text, and menu links using color only to indicate their focused state.
302.4 Without Hearing	Web: Not Applicable	Web: Revenue Billing Cloud does not include features that require hearing to be used.
302.5 With Limited Hearing	Web: Not Applicable	Web: Revenue Billing Cloud does not include features that require hearing to be used.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Web: Not Applicable	Web: Revenue Billing Cloud does not require speech to operate or retrieve information.
302.7 With Limited Manipulation	Web: Partially Supports	Web: Revenue Billing Cloud supports standard input mechanisms such as touch events and simple gestures. The user interface controls do not require fine motor skills or simultaneous actions. However, there are some exceptions such as inadequate target sizes of some controls that could create problems for individuals with limited dexterity. Refer to the WCAG 2.x section for details.
302.8 With Limited Reach and Strength	Web: Supports	Web: Revenue Billing Cloud does not require simultaneous actions for any task. Actions can be executed either by a mouse click or simple keystrokes (e.g., Tab, Space, character keys, Alt).

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: Revenue Billing Cloud generally does not function in a way that is prohibitive to individuals with cognitive or learning disabilities. However, there are some exceptions. Examples include toast messages that are dismissed automatically after a short period of time affecting individuals who need more time to read content; and text is cut off or overlaps when users increase text spacing, impacting individuals who need a custom reading experience. Refer to the WCAG 2.x section for details.

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

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	Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
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	Supports	End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at **http://help.salesforce.com**
603.3 Accommodation of Communication Needs	Heading cell – no response required	Heading cell – no response required

EN 301 549 Report

Notes:

Clause [4: Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Web: Revenue Billing Cloud uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls are reachable using the keyboard and announced by assistive technology. However, there are some exceptions such as visual chart data which cannot be accessed by assistive technologies and focus is lost when certain controls are activated. Refer to the WCAG 2.x section for details.
4.2.2 Usage with limited vision	Web: Does Not Support	Web: Revenue Billing Cloud does not provide a fully accessible experience for users with limited vision. Significant barriers include cut off, obscured or overlapping content with 200% browser zoom, content and functionality completely obscured by sticky content with 400% browser zoom, visual chart data cannot be accessed by assistive technologies, tooltips that are not dismissible without moving the mouse pointer or hoverable, disappearing toast notifications etc. Refer to the WCAG 2.x section for details.

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: While most information in Revenue Billing Cloud is conveyed through multiple visual cues, there are a few instances where color is used as the sole means to convey information such as links relying on color only to distinguish them from surrounding static text, and menu links using color only to indicate their focused state.
4.2.4 Usage without hearing	Web: Not Applicable	Web: Revenue Billing Cloud does not include features that require hearing to be used.
4.2.5 Usage with limited hearing	Web: Not Applicable	Web: Revenue Billing Cloud does not include features that require hearing to be used.
4.2.6 Usage with no or limited vocal capability	Web: Not Applicable	Web: Revenue Billing Cloud does not require speech to operate or retrieve information.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	Web: Revenue Billing Cloud supports standard input mechanisms such as touch events and simple gestures. The user interface controls do not require fine motor skills or simultaneous actions. However, there are some exceptions such as inadequate target sizes of some controls that could create problems for individuals with limited dexterity. Refer to the WCAG 2.x section for details.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Web: Supports	Web: Revenue Billing Cloud does not require simultaneous actions for any task. Actions can be executed either by a mouse click or simple keystrokes (e.g., Tab, Space, character keys, Alt).
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: Revenue Billing Cloud does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Web: Partially Supports	Web: Revenue Billing Cloud generally does not function in a way that is prohibitive to individuals with cognitive or learning disabilities. However, there are some exceptions. Examples include toast messages that are dismissed automatically after a short period of time affecting individuals who need more time to read content; text is cut off or overlaps when users increase text spacing, impacting individuals who need a custom reading experience. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Web: Supports	Web: Revenue Billing Cloud does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

Clause 5: Generic Requirements

Notes: Not Applicable

Clause 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Clause [7: ICT with Video Capabilities](#)

Notes: Not Applicable

Clause [8: Hardware](#)

Notes: Not Applicable

Clause [9: Web](#) (*see* [WCAG 2.x section](#)*)*

Notes: Not Applicable

Clause [10: Non-Web Documents](#)

Notes: Not Applicable

Clause [11: Software](#)

Notes: Not Applicable

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
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	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
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](#)

Notes: Not Applicable