Mitel Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: MX-One Provisioning Manager and MX-ONE Service Node Manager, Version 8.1 SP0 HF0, Build 8.1.0.0.9.

Report Date: Feb 2026

Product Description: MX-ONE Provisioning Manager (PM) is the user and extension management application in MX-ONE, providing a single point of entry for managing user and extension data in MX-ONE, MiCollab Advanced Messaging, Mitel CMG, and FMC Provisioning Server. MX-ONE Service Node Manager (SNM) is a management tool that makes it possible to configure the MX-ONE through a Graphical User Interface (GUI). It is also used to create and update configuration files for the IP phones.

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Notes: In this document, PM/SNM is the abbreviated form of Provisioning Manager and Service Node Manager.

Evaluation Methods Used:

The evaluation methods were used by on-line accessibility tool, screen readers and manual testing on Chrome. The on-line accessibility tool is the Google Chrome extension "axe DevTools" and color contrast websites such as https://webaim.org/resources/contrastchecker/. We used JAWS as the screen reader for Chrome on Windows.

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)
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

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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 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	This requirement is partially met. All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. The non-text content that is a control or accepts user input, has a name that describes its purpose, with the exceptions of: • The account icon • The Info icon in User Editing screen • The password visibility icon • The Edit icon for Administrator > Compare • The Edit icon for Security Profile > View • The Close icon for About These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no audio or media alternative content in PM/SNM.
1.3.1 Info and Relationships (Level A)	Supports	This requirement is fully met. Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met. When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Partially supports	This requirement is partially met. Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound, with the exceptions of below: • The account button • The Info button • The expand/collapse button • The password visibility button • The Edit button for Administrator > Compare • The Edit button for Security Profile > View • The Close button for About People who are blind and people who have low vision may not be able to understand instructions if they rely only on a description of the shape and/or location of content. This issue will be fixed in the next PI.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met. Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A)	Not applicable	There is no audio that plays automatically for more than

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Criteria	Conformance Level	Remarks and Explanations
		3 seconds.
2.1.1 Keyboard (Level A)	Partially supports	This requirement is partially met. All functionality of the content is operable through a keyboard interface, with the exceptions as below: • The "View, Edit, Delete" buttons in User • The "View, Edit, Delete, Copy" buttons in Administrator • The "View, Edit, Delete, Copy" buttons in Security Profile • The list menu of Account • The password visibility button • The content in the Existing Departments • The selection buttons for Departments • The numbers 5/10/20/50 of pages (items per page) • The submenu of Data Management These would affect people who are blind, with low vision or with hand tremors who need to use keyboard for operation. This issue will be fixed in the next PI.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. The focus can be moved to and away from any component and does not cause a keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1)	Not applicable	There is no character key shortcut in PM/SNM.
2.2.1 Timing Adjustable (Level A)	Not applicable	There is no character timing adjustment in PM/SNM.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	There is no moving, blinking, scrolling that (1) starts

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Criteria	Conformance Level	Remarks and Explanations
		automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, or auto-updating information that (1) starts automatically and (2) is presented in parallel with other content in PM/SNM.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	PM/SNM does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. Keyboard users can bypass repeated blocks of content.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. PM/SNM provides sufficient titles to describe the topic or purpose with assistive technology, including the login window.
2.4.3 Focus Order (Level A)	Supports	This requirement is fully met. The system menus and submenus could receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	This requirement is partially met. Most links provide the purpose and can be determined from the link text alone or from the link text together with its programmatically determined link context. These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1)	Supports	This requirement is fully met. All functionalities that use multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture
2.5.2 Pointer Cancellation (Level A 2.1)	Supports	This requirement is fully met. For functionality that can be operated using a single pointer such as dragging the components, users can abort or undo, and there is no down-event.
2.5.3 Label in Name (Level A 2.1)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1)	Not applicable	PM/SNM does not support any device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	This requirement is fully met. PM/SNM provides error detections and color alerts on input errors.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, 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 (Level A)	Partially supports	This requirement is partially met. The name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set in PM/SNM, with the exceptions of: • The account button • The Info button in User Editing screen • The password visibility button • The Edit button for Administrator > Compare • The Edit button for Security Profile > View • The Close button for About • The content in the Existing Departments • The numbers 5/10/20/50 of pages (items per page) • All "First", "Prev", "Next" and "Last" lack accessibility text. • All checkboxes in the form do not have accessibility text.

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Criteria	Conformance Level	Remarks and Explanations
		• All input fields (*textbox*) lack accessibility text. • All dropdowns (*combobox*) lack accessibility text. These will affect users with visual impairment who use assistive technology. This issue will be fixed in the next PI.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
1.3.4 Orientation (Level AA 2.1)	Not Applicable	PM/SNM does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1)	Partially supports	This requirement is partially met. The purpose of some input field collecting information about the user can be programmatically determined, with the exceptions of: • All input fields in User. • All input fields in General except the password fields. This will affect the users with no or low vision who need to use assistive technology. This issue will be fixed in the next PI.
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	This requirement is partially met.

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Criteria	Conformance Level	Remarks and Explanations
		Some text colors against the background color cannot meet the 4.5:1 contrast ratio. This will affect users with vision impairment or color blindness. This issue will be fixed in the next PI.
1.4.4 Resize text (Level AA)	Partially supports	This requirement is partially met. PM/SNM can be resized to 200% without a loss of content of functionality, with the exceptions of: • The buttons on the top right in User. • Quick action dropdown in User. This will affect people with low vision who need to enlarge the screen. This issue will be fixed in the next PI.
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully met. The text is used to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1)	Partially supports	This requirement is partially met. PM/SNM UC can be scaled to 400%, and most of the content cannot be presented into one column. This will affect people with low vision who need to enlarge the screen.
1.4.11 Non-text Contrast (Level AA 2.1)	Partially supports	This requirement is partially met. Some graphical objects and UI components against background color cannot meet the 3:1 contrast ratio.

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Criteria	Conformance Level	Remarks and Explanations
		This will affect users with vision impairment or color blindness. This issue will be fixed in the next PI.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The content implemented using markup languages supports the space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1)	Supports	This requirement is fully met. Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the pointer or the additional content is dismissable, hoverable or persistent.
2.4.5 Multiple Ways (Level AA)	Not applicable	PM/SNM does not contain a set of software programs to locate.
2.4.6 Headings and Labels (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
3.1.2 Language of Parts (Level AA)	Not applicable	PM/SNM does not have passages or phrases in different languages.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. PM/SNM has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. The components of PM/SNM are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	This requirement is fully met. The system provides error suggestions when an input error occurs in the input field.

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Use of PM/SNM does not inherently cause legal commitments or financial transactions to occur.
4.1.3 Status Messages (Level AA 2.1)	Partially supports	This requirement is partially met. Most of the status messages (alerts) cannot be presented/announced by screen readers. The screen reader only announces "Alert", but cannot announce the contents. This will affect the users with no or low vision who need to use assistive technology. This issue will be fixed in the next PI.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

Chapter 4: **Functional Performance Statements** (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	This requirement is partially met. PM/SNM supports users without vision with the exceptions of below functions or operations: • The account button • The Info button in User Editing screen • The password visibility button • The Edit button for Administrator > Compare • The Edit button for Security Profile > View • The Close button for About • The content in the Existing Departments • The numbers 5/10/20/50 of pages (items per page) These will affect users with visual impairment who use assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
		This issue will be fixed in the next PI.
4.2.2 Usage with limited vision	Supports	This requirement is fully met. PM/SNM can be used in dark modes and any high contrast modes by the system settings.
4.2.3 Usage without perception of colour	Supports	This requirement is fully met. PM/SNM provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	This requirement is fully met. PM/SNM provides at least one mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met. PM/SNM provides at least one mode of operation that enables users to make use of limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	This requirement is fully met. PM/SNM provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Partially supports	This requirement is partially met. PM/SNM provides at least one mode of operation that does not require fine motor control or simultaneous manual

Criteria	Conformance Level	Remarks and Explanations
		operations, with the exceptions of • The "View, Edit, Delete" buttons in User • The "View, Edit, Delete, Copy" buttons in Administrator • The "View, Edit, Delete, Copy" buttons in Security Profile • All Information buttons • The list menu of Account • The password visibility button • The content in the Existing Departments • The selection buttons for Departments • The numbers 5/10/20/50 of pages (items per page) • The submenu of Data Management This will affect users who cannot perform fine motor control or simultaneous manual operations, such as mouse. This issue will be fixed in the next PI.
4.2.8 Usage with limited reach	Not applicable	No manual mode of operation which requires reach or strength is provided.
4.2.9 Minimize photosensitive seizure triggers	Supports	This requirement is fully met. PM/SNM provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially supports	This requirement is partially met. The features are designed as user-friendly as possible without compromising core functionality for users with limited language, cognitive and learning abilities depending on the user's experience. These may affect users with cognitive, language or learning disabilities.
4.2.11 Privacy	Supports	This requirement is fully met. When PM/SNM provides features for accessibility, it maintains the privacy of users of these features at the same level as other users.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	PM/SNM does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	PM/SNM does not have closed

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Criteria	Conformance Level	Remarks and Explanations
		functionality.
5.1.3.3 Auditory output correlation	Not applicable	PM/SNM does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	PM/SNM does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	PM/SNM does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not applicable	PM/SNM does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	PM/SNM does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	PM/SNM does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	PM/SNM does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	PM/SNM does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	PM/SNM does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	PM/SNM does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	PM/SNM does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	PM/SNM does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	PM/SNM does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	PM/SNM does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	PM/SNM does not have closed

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Criteria	Conformance Level	Remarks and Explanations
		functionality.
5.1.5 Visual output for auditory information	Not applicable	PM/SNM does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	PM/SNM does not have closed functionality.
5.1.7 Access without speech	Not applicable	PM/SNM does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	PM/SNM does not have documented accessibility features.
5.3 Biometrics	Not applicable	PM/SNM does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Not applicable	PM/SNM does not provide conversation or communications.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Partially supports	This requirement is partially met. See WCAG 2.1.1. This issue will be fixed in the next PI.
5.5.2 Operable parts discernibility	Partially supports	This requirement is partially met. See WCAG 1.1.1 and 4.1.2. This issue will be fixed in the next PI.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	PM/SNM does not have lock or toggle controls.
5.6.2 Visual status	Not applicable	PM/SNM does not have lock or toggle

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Criteria	Conformance Level	Remarks and Explanations
		controls.
5.7 Key repeat	Not applicable	PM/SNM does not have a key repeat function.
5.8 Double-strike key acceptance	Supports	This requirement is fully met. The delay between two keystrokes is only valid when it is longer than 0.5 seconds.
5.9 Simultaneous user actions	Not applicable	PM/SNM does not require simultaneous user actions.

Chapter 6: ICT with Two-Way Voice Communication

Notes: PM/SNM does not have voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not applicable	PM/SNM does not have voice communication.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not applicable	PM/SNM does not have voice communication.
6.2.1.2 Concurrent voice and text	Not applicable	PM/SNM does not have voice communication.
6.2.2.1 Visually distinguishable display	Not applicable	PM/SNM does not have voice communication.
6.2.2.2 Programmatically determinable send and receive direction	Not applicable	PM/SNM does not have voice communication.
6.2.2.3 Speaker identification	Not applicable	PM/SNM does not have voice communication.
6.2.2.4 Visual indicator of Audio with RTT	Not applicable	PM/SNM does not have voice

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Criteria	Conformance Level	Remarks and Explanations
		communication.
6.2.3 Interoperability	Not applicable	PM/SNM does not have voice communication.
6.2.4 RTT responsiveness	Not applicable	PM/SNM does not have voice communication.
6.3 Caller ID	Not applicable	PM/SNM does not have voice communication.
6.4 Alternatives to voice-based services	Not applicable	PM/SNM does not have voice communication.
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	Not applicable	PM/SNM does not have voice communication.
6.5.3 Frame rate	Not applicable	PM/SNM does not have voice communication.
6.5.4 Synchronization between audio and video	Not applicable	PM/SNM does not have voice communication.
6.5.5 Visual indicator of audio with video	Not applicable	PM/SNM does not have voice communication.
6.5.6 Speaker identification with video (sign language) communication	Not applicable	PM/SNM does not have voice communication.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes: Not applicable. PM/SNM does not display video with synchronized audio.

Chapter 8: Hardware

Notes: Not applicable. PM/SNM is software product.

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Chapter **9: Web** *(see WCAG 2.x section)*

Notes: See WCAG parts.

Chapter **10: Non-web Documents**

Notes: Not applicable. PM/SNM does not provide non-web documents.

Chapter **11: Software**

Notes:

Criteria	Conformance Level	Remarks and 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
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	PM/SNM is not a platform software.
11.5.2.5 Object information	Not applicable	PM/SNM is not a platform software.
11.5.2.6 Row, column, and headers	Not applicable	PM/SNM is not a platform software.
11.5.2.7 Values	Not applicable	PM/SNM is not a platform software.
11.5.2.8 Label relationships	Not applicable	PM/SNM is not a platform software.
11.5.2.9 Parent-child relationships	Not applicable	PM/SNM is not a platform software.
11.5.2.10 Text	Not applicable	PM/SNM is not a platform software.
11.5.2.11 List of available actions	Not applicable	PM/SNM is not a platform software.

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Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Not applicable	PM/SNM is not a platform software.
11.5.2.13 Tracking of focus and selection attributes	Not applicable	PM/SNM is not a platform software.
11.5.2.14 Modification of focus and selection attributes	Not applicable	PM/SNM is not a platform software.
11.5.2.15 Change notification	Not applicable	PM/SNM is not a platform software.
11.5.2.16 Modifications of states and properties	Not applicable	PM/SNM is not a platform software.
11.5.2.17 Modifications of values and text	Not applicable	PM/SNM is not a platform software.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	PM/SNM is not a platform software.
11.6.2 No disruption of accessibility features	Not applicable	PM/SNM is not a platform software.
11.7 User preferences	Supports	This requirement is fully met. PM/SNM permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
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	Not applicable	PM/SNM is not an authoring tool.
11.8.4 Repair assistance	Not applicable	PM/SNM is not an authoring tool.
11.8.5 Templates	Not applicable	PM/SNM is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations

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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	Does not support	This requirement is not met. PM/SNM does not list and explain accessibility features in the online documentation. It may affect all users with various disabilities in vision, motion, hearing, etc. This issue will be fixed in the next PI.

12.1.2 Accessible documentation	Partially supports	This requirement is partially supported.
		
		The support documentation on web pages meets the criterion below:
		    Level A
		    1.3.1
		    1.3.2
		    1.3.3
		    1.4.1
		    2.1.1
		    2.1.2
		    2.2.1
		    2.4.1
		    2.4.2
		    2.4.3
		    2.4.4
		    2.5.3
		    3.2.1
		    3.2.2
		    3.2.6
		    3.3.1

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Criteria	Conformance Level	Remarks and Explanations
		3.3.2 4.1.1 4.1.2 Level AA 1.4.4 1.4.5 1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 2.5.8 3.2.3 3.2.4 3.3.8 Below criterion are not supported: Level A 1.1.1 3.1.1 Below criterion are partially supported: Level AA 1.4.3 1.4.10 These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may

Criteria	Conformance Level	Remarks and Explanations
		also affect users with motor impairments, who are unable to use the mouse. This issue will be fixed in the next PI.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	The support services do not provide information on accessibility and compatibility features until the online documentation updates such information.
12.2.3 Effective communication	Supports	This requirement is fully met. We provide the email address accessibility@mitel.com to receive all general feedback. Customers may reach Mitel technical Support center (TSC) via Phone, or web form. All tickets open through phone or web forms are opened as Medium severity (P3) tickets. All Priority 1 tickets would be required to have a Phone live follow up or can be just open though the IVR.
12.2.4 Accessible documentation	Partially supports	This requirement is partially met. See 12.1.2. This issue will be fixed in the next PI.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

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Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	PM/SNM does not have relay services.
13.1.3 Sign relay services	Not applicable	PM/SNM does not have relay services.
13.1.4 Lip-reading relay services	Not applicable	PM/SNM does not have relay services.
13.1.5 Captioned telephony services	Not applicable	PM/SNM does not have relay services.
13.1.6 Speech to speech relay services	Not applicable	PM/SNM does not have relay services.
13.2 Access to relay services	Not applicable	PM/SNM does not have relay services.
13.3 Access to emergency services	Not applicable	PM/SNM does not have emergency services.

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