

VPAT™

Voluntary Product Accessibility Template®

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Name of Product: Norton Ebook Reader

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Summary Table

<i>Criteria</i>	<i>Applicable</i>	<i>Remarks and explanations</i>
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports with exceptions
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multimedia Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Applicable	Supports with exceptions
Section 1194.41 Information, Documentation and Support	Applicable	Supports

Section 1194.22 Web-based Internet information and applications – Detail

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All controls, navigation elements, and images have text alternatives.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	The Reader does not contain multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	The Reader does not use color coding as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	

<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports with exceptions</p>	<p>E-Books are currently authored using the highly semantic HTML5. Norton has checks in place to ensure that E-Books are being authored with validated code according to accessibility best practices. However, due to the age of some books as well as having several different creators authoring the content, assurances cannot be made on each individual book.</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supports with exceptions</p>	<p>E-Books are currently authored using the highly semantic HTML5. Norton has checks in place to ensure that E-Books are being authored with validated code according to accessibility best practices. However, due to the age of some books as well as having several different creators authoring the content, assurances cannot be made</p>

		on each individual book.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	An opened E-Book is contained inside of a frame within the Reader. Each E-book has a descriptive title for both the webpage and frame, allowing non-visual users to identify their current location on the screen without reading page content.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The Reader does not contain animations that flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	The Reader does not support a text-only page.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	The Reader provides operation and state information to assistive technology throughout the interface according to the WAI-ARIA spec. Custom controls such as tabs and buttons are given

		semantic information that designates an accessible name or role to be communicated to the assistive technology
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	
(n) When electronic forms are designed to be completed online, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	If an E-Book directs a user to an inaccessible form via a link, please contact us for remediation.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The user is afforded multiple ways to access content by searching within an E-Book, accessing the Table of Contents, Page Bookmarks, or even notes that were taken by the reader or provided by the instructor. HTML5 sectioning elements and the use of headings create landmarks and are used to present structure

		to assistive technologies.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	No timed responses are required.

**Section 1194.31 Functional Performance
Criteria – Detail**

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Supports Assistive Technology. The Norton Ebook Reader also has a built-in text-to-speech feature. This feature allows content to be accessed auditorally, an effective means for a variety of readers to consume content, but is particularly beneficial for readers with low vision, some cognitive impairments, or non-native English speakers. The text being read aloud is also highlighted in green for sighted readers to follow along. The audio narration feature only functions on desktop and laptop computers at this time; it is not currently supported on

		mobile devices (ie. phones and tablets) running iOS or Android. However, Apple and Google offer text-to-speech solutions that users can use to read an E-book aloud on their mobile device.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Supports Assistive Technology. In order to accommodate visually impaired users, use of sensory characteristics (i.e. visual cues and the use of color as the only means of conveying content) is avoided. Content is designed with color contrast in mind and users are able to resize text through their operating system or third-party magnification software.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	No features require hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an	Supports	No features require audio information.

<p>enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>		
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	<p>No features require speech.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports</p>	<p>The Reader provides keyboard access to all functionality. Users are able to navigate focus within menus by tabbing through focusable elements There is a well-defined visual indication of focus on all focusable controls (Menus, Tabs, Links Previous and next Buttons) within most browsers. IE does not display a clear visual focus indicator. In addition to HTML5 sectioning elements and headings, content can be accessed by searching within an E-Book, accessing the Table of Contents, Page Bookmarks. AI can be operated using the keyboard alone.</p>

Section 1194.41 Information, Documentation and Support – Detail

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Norton can provide support documentation upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Users can email the Media Accessibility Specialist for related documentation. Documentation is currently being updated/refreshed.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is available by email. Contact the Media Accessibility Specialist.