
ACCESSIBILITY CONFORMANCE REPORT

THOMSON REUTERS WESTLAW

Name of Product/Version: Thomson Reuters Westlaw, hereinafter “Westlaw” or “Product.”

Product Description: Westlaw (westlaw.com) provides editorially enhanced legal research materials and the most comprehensive and current collection of legal, news, business and public records information. With authoritative content for both primary law and exclusive secondary law titles, legal research is current and accurate. WestSearch, the world’s most advanced legal search engine and represents the culmination of more than 125 years of West attorney-created editorial analysis and technological innovation, delivers more inclusive, better ranked results. Westlaw also includes powerful tools to help legal professionals efficiently analyze and organize legal information. For more information about Westlaw, please see: legal.thomsonreuters.com/en/products/westlaw.

Date: June 2019

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Notes: Thomson Reuters Westlaw does not have product versions. Product testing took place during April 2019 with minimal follow-up testing in April and May, 2019. During testing we found that most supporting electronic PDF documents are not properly tagged to be fully accessible. We also discovered inconsistent support for ARIA and other accessibility markup between the browsers (triggering a “fail” that is not due to the Product’s coding). Due to the large amount of content, a representative sample was used for testing. All issues noted have been logged and are being tracked. This Report replaces all previous Accessibility Conformance Reports (ACRs).

Evaluation Methods Used: General product knowledge plus tested using assistive technologies, multiple browsers, keyboard (non-mouse) functionality, and color contrast testing tool.

THOMSON REUTERS AND DIGITAL ACCESSIBILITY

As the foremost provider of integrated information products and services to the U.S. legal market, Thomson Reuters recognizes the need to develop information and communication technology products and services that are accessible and usable by all people, including those with disabilities. We are committed to making our products and services compliant with the accessibility standards of Section 508 to the maximum extent practicable. Efforts to accommodate the needs of our customers with disabilities and to promote the accessibility of our legal products and services are described in full at legal.thomsonreuters.com/en/legal-notice/accessibility.

The purpose of the Accessibility Conformance Report (the filled in VPAT®, Revised Section 508 Edition, Version 2.3 – December 2018) is to provide information on how Thomson Reuters Westlaw conforms to the accessibility standards of Section 508 of the Rehabilitation Act of 1973 (Information and Communication Technology Standards and Guidelines, 36 C.F.R. § 1194). Westlaw conforms to the requirements of Section 508 as described in the documentation below.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes If Applicable

TERMS

The terms used in the Conformance Level information are defined as follows:

- Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- Partially Supports:** Some functionality of the product does not meet the criterion.
- Does Not Support:** The majority of product functionality does not meet the criterion.
- Not Applicable:** The criterion is not relevant to the product.
- Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 REPORT

Table 1 and 2 also documents conformance with: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

TABLES 1 AND 2: SUCCESS CRITERIA, LEVELS A AND AA

Notes: This Table documents conformance with WCAG 2.0 levels A and AA. The product was not evaluated for conformance with WCAG 2.0 level AAA, and that table has been removed from this report. This product does not contain software, is not a closed product, and generally does not contain any authoring capabilities, other than allowing customers to annotate and highlight documents. Therefore, Software and Authoring Tool sections have been removed from the table. This product has supporting web materials in the form of PDF user guides launched from the supporting website, and YouTube videos.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: The vast majority of the product contains appropriate text alternatives for non-text content. The product does have some non-text content that is missing the needed coding. For example, some controls do not fully describe the purpose of the control, such as the “collapse” and “expand” links within some expandable controls. Some images with an accompanying text links may announce both the elements identically, causing confusion for screen reader users.</p> <p>Electronic Docs: The product contains PDF documents. Many of these are accessible; however, some are scanned images provided by third parties and cannot be searched or read by assistive technology such as screen readers. Images contained within PDF documents do not contain alt text. Similarly, some publications contain images, such as detailed medical drawings, charts, and graphs, which may not include summaries, labels, or text equivalents from the publisher. Labels on images and tables within PDF user guides lack sufficient labels.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The product does not contain audio-only or video-only content.</p> <p>Electronic Docs: Electronic documents within the product as well as support documentation and training videos do not contain audio-only or video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The product does not contain audio-only or video-only content.</p> <p>Electronic Docs: No issues identified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The product does not contain audio or multimedia content so audio descriptions are not needed. Web-based training videos (not in the product) do not have a media alternative or audio description. However, there is an option to schedule a live training session or call the Customer Support line.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The product does not contain live audio or multimedia content, so captions are not needed.</p> <p>Electronic Docs: Electronic documents within the product as well as support documentation and training videos do not contain live audio or multimedia content, so captions are not needed.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The product does not contain audio or multimedia content so audio descriptions are not needed. Web-based training videos (not in the product) do not have audio descriptions.</p> <p>Electronic Docs: No issues identified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: While the vast majority of the content is accessible, some controls, such as tab panels and carousels, may not be coded to convey the structure or relationship of the content within that control. In addition, there are a few documents that may have text content within a box, outline, or specific formatting such as indentation to indicate a status that is not conveyed to those who rely on assistive technologies such as screen readers. There are also a few links that do not warn users that they will be brought to an external page. Also, links for user guides (not in the product) do not convey that they will open a PDF document.</p> <p>Electronic Docs: Many PDFs share the same content issues as those within the product. In addition, the pricing guideline table is not structured to convey the cell and header relationships and most support documents. PDF documents generally do not contain header markup to convey the structure of the content.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: The vast majority of the product does not rely on color alone to convey meaning; however, a few graphs and buttons rely on color alone to convey meaning.</p> <p>Electronic Docs: Some support documents use color to indicate headings. While this is generally also a different size or bolded, there is generally no underlying markup to identify headers.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: The product generally supports contrast at the specified levels, however some content such as icons and text highlighting do not provide sufficient contrast.</p> <p>Electronic Docs: Many PDF documents from the support website include text and images that use orange against white, which does not pass contrast. The main content of such documents generally passes contrast requirements. User guides and the Skip Tracing FAQ document do not contain sufficient contrast.</p>
<p><u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Occasionally content will overlap when zoomed to 200%.</p> <p>Electronic Docs: All documents tested support resizing.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The only exception found was the product logo; otherwise images of text were not used.</p> <p>Electronic Docs: Other than screen shots in support documentation, there were no instances of insufficient contrast found in testing, however, the sample size was small.</p>
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: While the majority of controls and content are keyboard accessible, there are a few controls throughout the product that are not keyboard accessible, including Copy with Reference and Notes functionality and the expand all links in dockets. Some of this is due to lack of browser support for this functionality. In addition, some customers who do not use a mouse may not be able to set up Alerts.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: There are two styles of carousels in use. One (on the Home page) can be hidden. The other style (used on the News page and Practitioner Insights pages) cannot be paused, stopped, or hidden, although the scroll rate is extremely slow.</p> <p>Electronic Docs: Moving, blinking, or scrolling content is either not in support materials, such as training videos, or it is essential to present the training module.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: The product incorporates “skip” links which are usable by both people who use only a keyboard and those who use assistive technology (“AT”). In addition, HTML header markup and ARIA landmark regions are supported, allowing those with AT such as screen readers to move through the content using corresponding keyboard commands.</p> <p>Electronic Docs: Does not apply.</p>
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Webpages of the product are titled; however, some pages open an image in a separate browser tab or page, and those images may not have a title.</p> <p>Electronic Docs: A small sample of electronic documents were tested, and all passed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: A small sample of electronic documents were tested, and all passed.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: There are a very small number of links for which the purpose may initially be unclear. These links occur primarily when there are duplicate links with the same name or links associated with footnotes. The purpose of these links is generally discoverable by investigating surrounding text.</p> <p>Electronic Docs: A small sample of electronic documents were tested, and all passed.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: Does not apply.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: A few controls, such as radio buttons or checkboxes, were identified as missing labels, however this was an oversight as our process does include adding labels.</p> <p>Electronic Docs: Electronic documents within the product as well as support documentation generally do not contain heading or label markup. Many of these documents are provided from a third party. For example, court documents that contain a judge’s signature and court seal may be a scanned graphic image. Headings in user guides lack proper labels.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: The vast majority of the product contains a visible indication of focus. However, some custom interactive elements do not show when they have focus, such as docket titles. In addition, the default focus indicator supplied by a browser may not be readily apparent when the focus outline color is very close to the background on which it appears. Similarly, some focus indicators are not aligned properly with the control, which is generally tied to specific browser functionality.</p> <p>Electronic Docs: Some training materials other than videos do not have a visible focus.</p>
<p>3.1.1 Language of Page (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p>	<p>Web: The product does not use the LANG or other markup to identify documents or terms in any language.</p> <p>Electronic Docs: Support documentation does not use the LANG or other markup to identify documents or terms in any language.</p>
<p>3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p>	<p>Web: The product does not use the LANG or other markup to identify documents or terms in any language.</p> <p>Electronic Docs: Support documentation does not use the LANG or other markup to identify documents or terms in any language.</p>
<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: A small number of issues were found in testing and all were tied to a drop-down that repainted the page as users moved through the items in the dropdown.</p> <p>Electronic Docs: No issues identified.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: Does not apply.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: Does not apply.</p>
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: There may be a few locations within the product where error messages are not automatically read by screen readers.</p> <p>Electronic Docs: All documents tested passed; however, the sample size was small.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: There are some locations where labels do not give sufficient information to help users identify the format needed to input information, such as Date/Calendar inputs.</p> <p>Electronic Docs: Most electronic documents rely on the user being familiar with the underlying software, such as Adobe Reader, and do not require instructions or labels within our content.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Some errors are not read automatically by screen readers.</p> <p>Electronic Docs: No issues identified.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: No issues identified.</p> <p>Electronic Docs: No issues identified.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: There are a few custom controls which do not identify their state, for example a “previous document” button that is inactive may not be identified by screen readers as inactive. In rare instances some controls do not appear in screen reader link and form element windows, but are otherwise fully functional for screen readers.</p> <p>Electronic Docs: There is one type of form found in testing that is within the product. This is taken directly from a government agency and used as is.</p>

REVISED SECTION 508 REPORT

Notes: Chapters 1 and 2 of the U.S. Access Board’s final rule address general application and scoping of the Section 508 Standards and the Section 255 Guidelines. Because of this, they are not included in this report.

CHAPTER 3: FUNCTIONAL PERFORMANCE CRITERIA (FPC)

Notes: Per E204, the requirements in Chapters 4 and 5 either do fully address the Product functionality, or do not apply, so the FPC analysis is not needed. The table has therefore been removed.

CHAPTER 4: HARDWARE

Notes: This section has been removed as not applicable to this product because product has no hardware components.

CHAPTER 5: SOFTWARE

Notes: This section has been removed as not applicable to this product because product has no software components.

CHAPTER 6: SUPPORT DOCUMENTATION AND SERVICES

Notes: Click or tap here to enter text.

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	Not Applicable	Westlaw is not a closed or software product.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation is available in electronic and non-electronic formats, such as in print.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Westlaw is not a closed or software product.
603.3 Accommodation of Communication Needs	Supports	<p>Thomson Reuters provides technical and customer support to accommodate the needs of users with disabilities and address issues related to the accessibility of Thomson Reuters legal products.</p> <p>Our services include:</p> <ul style="list-style-type: none"> • Customer Technical Support to answer general and/or technical questions. 1-800-937-8529 or techsupport@thomsonreuters.com • Reference Attorneys to provide assistance with research questions or working with our products. 1-800-733-2889 • Telephone training for customers utilizing assistive technologies and other adaptive devices. 1-800-328-0109 or west.iamadmin@thomsonreuters.com • Live Chat with the Reference Attorneys for the hearing impaired and other users. Available Monday-Friday from 7:00 a.m. to 12:00 midnight CST, excluding holidays. • Assistive Technology Help Line for specific questions related to assistive technologies and adaptive software. 1-800-418-9378. <p>For further information on our support services, visit the Accessibility website at legal.thomsonreuters.com/en/legal-notices/accessibility</p>

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