

ThingLink Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:

ThingLink (www.thinglink.com)

Report Date:

November 2023

Product Description:

ThingLink (www.thinglink.com) is an online platform that allows creation of interactive images, videos, 360° media and learning scenarios that can be shared online.

Contact Information:

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Notes:

ThingLink is first and foremost an authoring tool designed for creating and sharing interactive visual media. While ThingLink provides a number of solutions designed to support creation of accessible content, the accessibility of the final result still depends on the content creator. This statement does not apply to the whole website but rather the special viewing mode (called accessibility player) available to the end viewer. Additional notes and guidelines are available in our support center.

The report applies to pages with the following URL structure: https://app.widgets.thinglink.com/accessibility/* or https://www.thinglink.com/view/scenario/*/accessibility, where * stands for unique content ID. Example: <https://app.widgets.thinglink.com/accessibility/1205257932048957445>.

Evaluation Methods Used:

Testing with assistive technologies; testing is based on knowledge of general product functionality

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
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Yes, all non-text content has either auto-generated or user-generated text alternatives. See documentation here. Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Users can provide alternatives for time-based media. Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Users can upload captions to pre-recorded videos. Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Users can provide audio alternatives for all content by uploading background audio for their media or specific hotspots. All text content can be read using a built-in text-to-speech tool. Electronic Docs: Software: Authoring Tool:</p>
<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)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Information, structure, and relationships can be determined programmatically. Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<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)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Reading sequence can be determined programmatically. It can be customized by the content author via content settings. Electronic Docs: Software: Authoring Tool:</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)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: While ThingLink content relies primarily on visual clues, active elements can be labeled and can be distinguished by more than one sensory characteristic. Electronic Docs: Software: Authoring Tool:</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Color is not used as the only visual means of conveying information in the default user interface. Electronic Docs: Software: Authoring Tool:</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: In all cases where ThingLink content uses audio, the viewer can either turn off the audio or stop the playback completely. Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Keyboard controls are designed in such a way that focus can be moved away from any component using only a keyboard interface. Electronic Docs: Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Authoring Tool:
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Built-in functionality does not set time limits, or the time limit is essential. In all cases the timing is controlled by the content author. Electronic Docs: Software: Authoring Tool:
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Auto-updating information can be paused. Electronic Docs: Software: Authoring Tool:
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: ThingLink’s default web page designs do not contain any elements that exceeds the flash threshold. Electronic Docs: Software: Authoring Tool:
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 Electronic Docs: Authoring Tool:	Web: Default web page designs do not contain navigational blocks that need to be bypassed. Electronic Docs: Authoring Tool:
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: All pages have titles. Page titles are based on content titles and can be modified by the content author. Electronic Docs: Software: Authoring Tool:
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p>	Web: Supports Electronic Docs:	Web: Focusable components receive focus in an order that preserves meaning and operability. Focus order can

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Authoring Tool:	be further customized by the content author via content settings. Electronic Docs: Software: Authoring Tool:
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Each link in user-generated content can be given a short textual description. Default links contain alternative text or other means of determining link purpose in context. Electronic Docs: Software: Authoring Tool:
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Changes of context do not happen on focus and require user input (e.g. 'Enter' keystroke after shifting focus). Electronic Docs: Software: Authoring Tool:
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: In most cases, the user is warned that their input may lead to change of context. In cases where this does not happen automatically, content creators can add their own warnings. Electronic Docs: Software: Authoring Tool:
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: All input errors refer special or generic error messages, unless the content creator choose not to provide an error message on incorrect input (in e.g. open or multiple-choice questions).

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Electronic Docs: Software: Authoring Tool:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: All input fields have a default label, or the content creator is given an opportunity to provide their own instructions. Electronic Docs: Software: Authoring Tool:
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Name, role and value of all user interface elements can be determined programmatically. Electronic Docs: Software: Authoring Tool:
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Software: Authoring Tool:	Web: Name, role and value of all user interface elements can be determined programmatically. Electronic Docs: Software: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not applicable Electronic Docs: Software: Authoring Tool:	Web: The product does not support live audio or video content (unless the live content is coming from an embedded third-party tool). Electronic Docs: Software: Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: See notes for 1.2.3

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Software: Authoring Tool:</p>	<p>Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Content creators can set the color for most objects. In cases where content creators cannot affect the contrast, we ensure that the requirements are met. The viewers can also use the built-in tool to change contrast. Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Text can be resized using built-in tools. Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: The product permits use of images of text but does not use them. Authors should avoid images of text when creating content. Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Supports Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Focus indicator is always visible when using the keyboard controls. Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Web: Supports Electronic Docs: Authoring Tool:</p>	<p>Web: Navigational controls that are repeated on multiple Web pages occur in the same relative order. Electronic Docs: Authoring Tool:</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Supports Electronic Docs: Authoring Tool:</p>	<p>Web: Content creators can use the same (or similar) icons for components with similar purpose, e.g. use the arrow icons for tour navigation buttons. Electronic Docs: Authoring Tool:</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)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Built-in forms automatically notify user of input errors. Other functionality that supports user input allows the content creator to provide a customizable error message. Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<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)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web: The built-in tools are not designed for collecting legal or financial data. For other data (such as user test responses), the user can review and correct information before submission.</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Table 3: Success Criteria, Level AAA

Notes: not included in the report.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: Notes: this applies to content created and shared on the platform. This does not apply to the authoring tool.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The product works with common screen readers. The accessibility player has a built-in screen reader.
302.2 With Limited Vision	Supports	The product works well with the default Windows/macOS and other magnifier tools. The accessibility player has a number of built-in tools for people with low vision.
302.3 Without Perception of Color	Supports	Color is not used as the only means of conveying information.
302.4 Without Hearing	Supports	The product does not require user hearing when viewing content. However, some user content may contain important audio

Criteria	Conformance Level	Remarks and Explanations
		information. In this case, the author is given sufficient tools to provide text alternatives.
302.5 With Limited Hearing	Supports	See 302.4
302.6 Without Speech	Supports	Speech is not required to use the product or consume content shared on the platform.
302.7 With Limited Manipulation	Supports	Content created on the platform can be viewed using only keyboard controls.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Built-in assistive tools help individuals with limited language & learning abilities.

Chapter 4: [Hardware](#)

Notes: Not applicable. The product is a web-based software application.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software. Therefore, this requirement does not apply.
502.2.2 No Disruption of Accessibility Features	Supports	The product is compatible with operating system & browser accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	The product is not considered platform software.
502.3.2 Modification of Object Information	Not applicable	The product is not considered platform software.
502.3.3 Row, Column, and Headers	Not applicable	The product is not considered platform

Criteria	Conformance Level	Remarks and Explanations
		software.
502.3.4 Values	Not applicable	The product is not considered platform software.
502.3.5 Modification of Values	Not applicable	The product is not considered platform software.
502.3.6 Label Relationships	Not applicable	The product is not considered platform software.
502.3.7 Hierarchical Relationships	Not applicable	The product is not considered platform software.
502.3.8 Text	Not applicable	The product is not considered platform software.
502.3.9 Modification of Text	Not applicable	The product is not considered platform software.
502.3.10 List of Actions	Not applicable	The product is not considered platform software.
502.3.11 Actions on Objects	Not applicable	The product is not considered platform software.
502.3.12 Focus Cursor	Not applicable	The product is not considered platform software.
502.3.13 Modification of Focus Cursor	Not applicable	The product is not considered platform software.
502.3.14 Event Notification	Not applicable	The product is not considered platform software.
502.4 Platform Accessibility Features	Not applicable	The product is not considered platform software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with exceptions	The product respects most preferences from platform settings. However, in some cases the text may not be resized properly.
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	See WCAG 2.x section
503.4.2 Audio Description Controls	Does not support	See WCAG 2.x section
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Does not support	Content created on the platform cannot be exported to PDF without losing interactivity. Therefore, there’s no PDF export option available.
504.3 Prompts	Does not support	
504.4 Templates	Supports	

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	Accessibility and Compatibility features are documented and publicly available in the support center.
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	Support services are available via webpage, e-mail or conference calls.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are available via webpages, e-mails or conference calls.
603.3 Accommodation of Communication Needs	Supports	Support services are provided directly to users via support.thinglink.com.

Legal Disclaimer (Company)

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