
ACCESSIBILITY CONFORMANCE REPORT

THOMSON REUTERS WESTLAW

Name of Product/Version: Thomson Reuters Westlaw

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: legalsolutions.com/westlaw.

Date: January 2018

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Notes: Thomson Reuters Westlaw does not have product versions. The product was tested from July through December 2017 and used VPAT Version 2.0—October 2017.

Evaluation Methods Used: Tested using assistive technologies, multiple browsers, keyboard (non-mouse) functionality, and color contrast testing tool.

THOMSON REUTERS AND 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 and special needs. We are committed to making our products and services compliant with the accessibility standards of Section 508 to the maximum extent practicable, or to provide equivalent facilitation (as provided by paragraph E101.2 of Appendix A to Part 1194). Thomson Reuters 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 legalsolutions.com/accessibility.

The purpose of the Accessibility Conformance Report (or VPAT) 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
Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	No

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.

Supports with Exceptions: 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 also documents conformance with: Revised Section 508: 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, Closed, and Authoring Tool sections have been removed from the table.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with Exceptions</p>	<p>Web: The vast majority of the product contains appropriate labels, alt text, etc. for non-text content. The product does have some non-text content that is missing the needed coding. For example, there is a bar graph in Smart Folders that shows a breakdown of the legal issue. Although most of the information is available in text, the graph does not contain a summary of the content. In addition, some controls do not fully describe the purpose of the control, such as the “collapse” links within the West’s Legal Forms TOC structure and “expand” links within Graphical Statutes.</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. 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.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 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: 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>

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: 2017 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: Supports</p>	<p>Web: The product does not contain audio content so captions are not needed. Web-based training videos (not in the product) do have captioning.</p> <p>Electronic Docs:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: 2017 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: 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:</p>
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: 2017 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: 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>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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 do not have audio descriptions.</p> <p>Electronic Docs:</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with Exceptions</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 indented to indicate a status that is not conveyed to those who rely on assistive technologies such as screen readers.</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 In addition, PDF documents generally do not contain header markup to facilitate navigation or structure the content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with exceptions</p>	<p>Web: The vast majority of the product does not rely on color alone to convey meaning, however a few graphs and buttons such as those within Smart Folders 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>1.4.2 Audio Control (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with Exceptions</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 documents include text and images that use orange against white, which does not pass contrast. The main content of such documents generally passes contrast requirements.</p>
<p>1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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>
<p>1.4.5 Images of Text (Level AA) Also applies to: 2017 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: 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 violations found in testing, however, the sample size was small.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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. Some of this is due to lack of browser support for this functionality.</p> <p>Electronic Docs:</p>
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>2.2.1 Timing Adjustable (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>2.4.1 Bypass Blocks (Level A) Also applies to: 2017 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</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:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A) Also applies to: 2017 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: 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: There were no violations found in testing, however, the sample size was small.</p>
<p>2.4.3 Focus Order (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs: There were no violations found in testing, however, the sample size was small.</p>
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 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: 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: There were no violations found in testing, however, the sample size was small.</p>
<p>2.4.5 Multiple Ways (Level AA) Also applies to: 2017 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</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with exceptions.</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 and their value is, in part because they are directly from a third party. For example, court documents that contain a judge’s signature and court seal may be a scanned graphic image.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports with Exceptions</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. 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: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 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:</p>
<p>3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 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:</p>
<p>3.2.1 On Focus (Level A) Also applies to: 2017 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: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>3.2.2 On Input (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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:</p>
<p>3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 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</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA) Also applies to: 2017 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</p> <p>Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p>3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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: There were no violations found in testing, however, the sample size was small.</p>
<p>3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports</p>	<p>Web: There are some locations where labels do not give sufficient information. For example within the Case Evaluator Report Builder, the Injury section has only partial information in the labels. In addition, testing found a handful of controls, such as checkboxes, that were not labeled. There are additional instances of this violation on a few controls and locations within the product, such as some Date/Calendar controls do not identify the date format needed to input information.</p> <p>Electronic Docs: Most electronic documents rely on 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) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p> <p>Electronic Docs: Supports</p>	<p>Web: Some errors are not read automatically by screen readers, such as the error users get if they enter a duplicate name while setting up an Alert.</p> <p>Electronic Docs:</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 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: Supports</p>	<p>Web: Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A) Also applies to: 2017 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: Supports</p>	<p>Web: Electronic Docs:</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</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.</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>

2017 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:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	The majority of the product is accessible to those without vision who use assistive technology such as screen readers. See WCAG conformance table for details.
302.2 With Limited Vision	Supports with Exceptions	The majority of the product is accessible to those with low vision who use assistive technology such as screen readers, who zoom the screen to 200% or less, or who use screen magnification tools, such as ZoomText. See WCAG conformance table for details.
302.3 Without Perception of Color	Supports	Testing found one or two instances where color alone conveys meaning, however there is still a contrast difference between the elements such that someone without the ability to distinguish colors is likely to be able to see the difference.
302.4 Without Hearing	Supports	Hearing is not needed for the product or support documentation. Support training videos are captioned.
302.5 With Limited Hearing	Supports	Hearing is not needed for the product or support documentation. Support training videos are captioned.
302.6 Without Speech	Supports	Speech is not required to use the product or any support documentation, or training videos.
302.7 With Limited Manipulation	Supports	The vast majority of the product supports keyboard accessibility, so even the areas that may require fine motor skills are available via keyboard interaction.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	Many elements are available using Find functionality. In addition, the product uses “skip” links that are available for keyboard users also, which assists in minimizing the number of tabbing needed to navigate a page for those who do not use a mouse. Finally, the vast majority of the site is designed to keep related buttons near each other to minimize mouse movement.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	The product is designed for legal professionals and assumes a high degree of cognitive functioning, which is essential to being a legal professional. However, the product uses clear language for labels and instructions and where appropriate, contains summary information such as headnotes, to assist all customers in understanding the content.

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 hardware components.

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	Not Applicable	The product 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
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The product is not a closed or software product.

Criteria	Conformance Level	Remarks and Explanations
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 legalsolutions.com/accessibility</p>

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