

# TwentyThree Audience Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4Rev)

**Name of Product:** TwentyThree

**Report Date:** March 7, 2024

**Product Description:** The TwentyThree product lets companies host videos and webinars for their customers using video players, video sections, webinar hubs, webinar registration pages and webinar audience rooms. This report covers accessibility for end users accessing videos and participating in webinars.

**Contact Information:** [accessibility@twentythree.com](mailto:accessibility@twentythree.com)

**Evaluation Methods Used:** Testing was done on Google Chrome v119.0, various Google Chrome extensions such as [WCAG Color contrast checker](#) and [Landmark Navigation via Keyboard or Pop-up](#) and macOS Sonoma with Apple's accessibility options such as VoiceOver, zooming, invert colors, use grayscale, color settings, contrast settings and transparency settings.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (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.
- **Support 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 2.1 Level AAA.

## WCAG 2.x Report

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 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	TwentyThree supports closed captions for all prerecorded video content. Implementers can use relevant tooling to publish the alternative to time-based media.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	TwentyThree supports closed captions for all prerecorded video content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	TwentyThree supports upload, management and delivery of audio descriptions.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Supports	The product does not have any personalized character key shortcuts in place.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	There is no time limit imposed by the content within the product.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The product ensures that no element flashes more than three times within a one-second period.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	The product does not incorporate functionality that utilizes multipoint or path-based gestures for operation.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Supports	The product does not contain functionality that can be operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	Since this criterion was written, the HTML Standard has adopted specific requirements governing how user agents must handle incomplete tags, incorrect element nesting, duplicate attributes, and non-unique IDs.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	The product delivers a focus order that is consistent with the visual order of the application.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Supports	TwentyThree supports the use of third-party software for live captions.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	TwentyThree supports upload, management and delivery of audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	This criterion is applicable when the user is signed in, and the form gathers input related to the user. Nevertheless, this does not pertain to our product.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The product offers a high level of customization, enabling the implementation of the necessary contrast as required.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports with Exceptions	The product follows the standard for minimum contrast ratios for non-text. Exception: <ul style="list-style-type: none"> <li>The contrast level for reactions in chat in the webinar room.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports with Exceptions	The product follows the standards set for content on hover or focus. Exception: <ul style="list-style-type: none"> <li>Thumbnails of the player scrubber.</li> </ul>
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	

<a href="#">2.4.7 Focus Visible</a> (Level AA)	<b>Supports with Exceptions</b>	The product follows the standards set for focus visibility. Exception: <ul style="list-style-type: none"> <li>• Text input and radio buttons on the webinar room sidebar lack visible focus</li> </ul>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	<b>Supports</b>	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	<b>Supports</b>	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	<b>Supports</b>	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	<b>Supports</b>	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	<b>Supports</b>	None of the covered product pages cause legal commitments or financial transactions.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	<b>Does Not Support</b>	