

Apple Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

Name of Product: iOS 17 and iPadOS 17

Product Description: A personal mobile device running the iOS 17 and iPadOS 17 operating system.

Date: October 8, 2023

Contact information: accessibility@apple.com

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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
- **Does Not Support:** Majority of functionality of the product does not meet the criteria.
- **Not Applicable:** The criteria are not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report

Table 1: Conformance Criteria, Level A -

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.0 1.1.1.</p> | <p>Supports with exceptions</p> | <p>VoiceOver, the screen reader built into iOS, provides audio descriptions for non-text content and images presented to the user. However, some user-generated content images may or may not have text alternatives provided.</p> |
| <p>1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> • <u>Prerecorded Audio-only:</u> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • <u>Prerecorded Video-only:</u> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. | <p>Supports with exceptions</p> | <p>iOS supports the pass-through of closed-captioned video and video descriptions in industry-standard formats. It is up to content producers to follow media best practices for accessibility.</p> |

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| <p>1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p> | <p>Supports with exceptions</p> | <p>iOS supports the pass-through of closed-captioned video and video descriptions in industry-standard formats. It is up to content producers to follow media best practices for accessibility.</p> |
| <p>1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p> | <p>Supports with exceptions</p> | <p>iOS supports the pass-through of closed-captioned video and video descriptions in industry-standard formats. It is up to content producers to follow media best practices for accessibility.</p> |
| <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p> | <p>Supports</p> | |
| <p>1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p> | <p>Supports</p> | |
| <p>1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p> | <p>Supports</p> | |

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| <p>1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> | <p>Supports with exceptions</p> | <p>iOS provides system-level control of display characteristics that cannot be overridden by applications, including options to:</p> <ul style="list-style-type: none"> • Switch the display from color to grayscale • Use a display color filter or color tint • Invert light and dark colors displayed on the screen • Differentiate certain elements without color • Increase contrast of elements on the screen • Reduce the transparency of elements on the screen <p>iOS uses color to convey information in On/Off labels, but provides the ability to enable labels in the Accessibility settings.</p> <p>iOS also offers Dim Flashing Lights to enable users who are sensitive to bright flashes of light to watch video content more comfortably; it automatically darkens the display of video during sequences of flashing lights so the user is not exposed to potentially risky content.</p> <p>iOS further offers Pause Animated Images, or the option to pause images with animations and movement, e.g. GIFs, in apps such as Messages and Safari to suit your viewing comfort.</p> <p>There may be areas in individual apps, such as displaying events in Calendar, that do not provide another means distinguishing a visual element.</p> |
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| <p>1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p> | <p>Supports</p> | |
| <p>2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> | <p>Supports</p> | |
| <p>2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> | <p>Supports</p> | |

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| <p>2.1.4 Character Key Shortcuts: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none">• Turn off: A mechanism is available to turn the shortcut off;• Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);• Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. | | |
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| <p>2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the instances in WCAG 2.0 2.2.1 is true.</p> <ul style="list-style-type: none"> • <u>Turn off</u>: The user is allowed to turn off the time limit before encountering it; or • <u>Adjust</u>: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • <u>Extend</u>: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • <u>Real-time Exception</u>: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • <u>Essential Exception</u>: The time limit is essential and extending it would invalidate the activity; or • <u>20 Hour Exception</u>: The time limit is longer than 20 hours. | <p>Supports with exceptions</p> | <p>While iOS does allow the user to choose the length of time to authenticate, the timing of Bluetooth pairing sessions is limited by the Bluetooth specification and Bluetooth devices.</p> |
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| <p>2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • <u>Moving, blinking, scrolling:</u> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • <u>Auto-updating:</u> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. | <p>Supports with exceptions</p> | <p>iOS minimizes UI that automatically scrolls, blinks, and moves.</p> <p>iOS offers Dim Flashing Lights to enable users who are sensitive to bright flashes of light to watch video content more comfortably; it automatically darkens the display of video during sequences of flashing lights so the user is not exposed to potentially risky content.</p> <p>Further, iOS offers Pause Animated Images, or the option to pause images with animations and movement, e.g. GIFs, in apps such as Messages and Safari to suit viewing comfort.</p> <p>The Reduce Motion setting allows users to further disable or reduce additional types of movement. Third-party developers should follow iOS Human Interface Guidelines (HIG) for animation and respect the user’s Reduce Motion setting.</p> |
| <p>2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> | <p>Supports</p> | |

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| <p>2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p> | <p>Supports</p> | |
| <p>2.4.2 Page Titled: Web pages have titles that describe topic or purpose.</p> | <p>Supports</p> | |
| <p>2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p> | <p>Supports</p> | |
| <p>2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p> | <p>Supports</p> | |

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| <p>2.5.1 Pointer Gestures: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p> | <p>Supports</p> | |
| <p>2.5.2 Pointer Cancellation: For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • <u>No Down-Event</u>: The down-event of the pointer is not used to execute any part of the function; • <u>Abort or Undo</u>: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • <u>Up Reversal</u>: The up-event reverses any outcome of the preceding down-event; • <u>Essential</u>: Completing the function on the down-event is essential. | <p>Supports</p> | |

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| <p>2.5.3 Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p> | <p>Supports</p> | |
| <p>2.5.4 Motion Actuation: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> • <u>Supported Interface:</u> The motion is used to operate functionality through an accessibility supported interface; • <u>Essential:</u> The motion is essential for the function and doing so would invalidate the activity. | <p>Supports</p> | |
| <p>3.1.1 Language of Page: The default human language of each Web page can be programmatically determined.</p> | <p>Supports</p> | |
| <p>3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A)</p> | <p>Supports</p> | |

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| <p>3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p> | <p>Supports</p> | |
| <p>3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p> | <p>Supports</p> | |
| <p>3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input.</p> | <p>Supports</p> | |
| <p>4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> | <p>Supports</p> | |

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| <p>4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> | <p>Supports</p> | <p>In iOS, the UIKit software framework provides assistive technology with the following for all elements: boundaries, attributes, unique identifiers, and descriptions.</p> |
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Table 2: Conformance Criteria, Level AA -

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media.</p> | <p>Supports</p> | |

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| <p>1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media.</p> | Supports | |
| <p>1.3.4 Orientation: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p> | | |
| <p>1.3.5 Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none">• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and• The content is implemented using technologies with support for identifying the expected meaning for form input data. | | |

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| <p>1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> • <u>Large Text:</u> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • <u>Incidental:</u> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • <u>Logotypes:</u> Text that is part of a logo or brand name has no minimum contrast requirement. | <p>Supports</p> | |
| <p>1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p> | <p>Supports</p> | |

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| <p>1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> • <u>Customizable:</u> The image of text can be visually customized to the user's requirements; • <u>Essential:</u> A particular presentation of text is essential to the information being conveyed. | <p>Supports</p> | |
| <p>1.4.10 Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> | | |

1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):

- User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;
- Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

1.4.12 Text Spacing: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;
- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.

1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

- Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;
- Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;
- Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

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| <p>2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p> | <p>Supports</p> | |
| <p>2.4.6 Headings and Labels: Headings and labels describe topic or purpose.</p> | <p>Supports</p> | |
| <p>2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p> | <p>Supports</p> | |
| <p>3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p> | <p>Supports</p> | |

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| <p>3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p> | Supports | |
| <p>3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently.</p> | Supports | |
| <p>3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p> | Supports | |

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| <p>3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | <p>Supports</p> | |
| <p>4.1.3 Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p> | | |

2023 Section 508 Report -

Chapter 3: Functional Performance Criteria -

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p> | <p>Supports</p> | <p>iOS includes a built-in screen reader called VoiceOver for users who are blind or have low vision and includes accessible applications and utilities. VoiceOver is available in over 60 languages and locales, and offers deep customization, such as the option to adjust the type, rate, and pitch range of speech feedback.</p> <p>Siri supports natural-language voice commands to send messages, track down files, create reminders, search the web, and more. Siri is integrated with VoiceOver allowing users to have answers read out-loud. Users can customize Siri to speak at a slower or faster rate, depending on needs and preferences</p> <p>iOS supports more than 70 Bluetooth wireless Braille displays (sold separately) and Braille tables for more than 25 international languages. Some Braille displays provide input buttons that can be used in addition to iOS on screen controls.</p> <p>Applications built using the iOS Human Interface Guidelines and the iOS Accessibility APIs will work with VoiceOver. Information about VoiceOver is available at https://www.apple.com/accessibility/iphone/vision/</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p> | <p>Supports</p> | <p>iOS includes a feature called Zoom, which can magnify the screen up to 1,500%, includes multiple Zoom modes and it works with VoiceOver so you can better see and hear what's on your screen.</p> <p>iOS offers Dynamic Type which offers an option for larger text for people with low vision.</p> <p>iOS also supports Speak Screen in over 60 languages and locales, where the content of a page can be read back to you, and highlight what is being read by word, sentence or both.</p> <p>iOS includes a built in app called Magnifier that works like a digital magnifying glass for real-life objects. It uses the camera on an iOS device, and includes support for color filters and the ability to take a photo to get a static close-up of the item in question.</p> <p>iOS has Detection mode in the Magnifier app which allows the user to get rich descriptions of their surroundings. This mode contains features such as Door Detection, People Detection, Image Descriptions, and most recently, Point and Speak, and Text Detection. Door Detection allows users to locate a door, read signs or labels around it and get instructions on how to open the door. Point and Speak identifies text on objects you point to, and reads it out loud and is helpful for activities such as using an electrical appliance, locating a labeled file in a cabinet, or punching in a code to enter the restroom at a cafe. Text Detection identifies and reads out loud all text that is visible in the field of view of your</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p> | <p>Supports with exceptions</p> | <p>iOS uses color to convey information. In many cases, when color is used, it provides an alternative information display that does not rely on color. While color indicates each control's function, each control also has a unique symbol and position that indicates its function without relying on color information. But, there are some visual elements that do not include an alternative information display.</p> <p>iOS also provides system-level control of display characteristics that cannot be overridden by applications, including options to:</p> <ul style="list-style-type: none"> • Switch the display from color to grayscale. • Invert light and dark colors displayed on the screen. • Differentiate certain elements without color. • Increase contrast of elements on the screen. • Reduce the transparency of elements on the screen. <p>All of these features are accessed through Settings for Accessibility and can be used together in different combinations to suit the user's needs.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p> | <p>Supports</p> | <p>iOS includes many features to assist users without hearing, including but not limited to:</p> <p>Notifications – Applications can notify the user of important information using the notification system built into iOS.</p> <p>Siri – Users can enable an Accessibility mode called “Type to Siri” to make requests by typing on a physical or onscreen keyboard.</p> <p>FaceTime – FaceTime video conferencing is included with iOS and lets users make audio and video calls to other Mac computers, iPad 2 or later, iPhone 4 or later, or the iPod touch 4th generation or later.</p> <p>TV – The iOS TV application supports playback and display of video files such as Movies and TV shows that include open and closed captions, and auxiliary text tracks.</p> <p>Music – the iOS Music application supports synchronized playback of captioned music and video content where available.</p> <p>Braille support - iOS includes built-in support for over 70 USB and wireless refreshable braille displays that start instantly when connected. iOS also includes support for over 25 braille tables supporting a wide range of languages.</p> <p>Live Captions (beta) - can turn audio into text in real-time. They are available for your phone and FaceTime calls, and any media content across apps such as Messages, Podcasts, Safari and third-party applications. Users can use Live Captions to follow along in-person conversations. FaceTime video calls include speaker attribution so users can keep up with all the details of who said what in a lively call with family and friends. Available in beta for English US & Canada.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p> | <p>Supports with exceptions</p> | <p>Audio is not required for operation of iOS, however, iOS supports video playback of closed caption content and subtitles (when available).</p> <p>iOS also includes features to assist those with limited hearing:</p> <p>Mono Audio – combines the left and right stereo channels into a mono signal played through both left and right speakers and headphones so all of the audio program can be heard more easily.</p> <p>Sound output – users can choose to play sound through iPhones's internal speakers, display speakers (when available), or through speakers, headphones, and some other devices that are plugged-in or available wirelessly through AirPlay. Users may adjust balance and volume for sound output with available controls in System Preferences for Sound. They can also set the volume and sound that plays for iOS alerts.</p> <p>iOS includes a feature called Live Listen that lets users fine-tune Made for iPhone hearing aids and AirPods to help them hear more clearly. The user places their iPhone or iPad closer to the people who are speaking, and the built-in microphone amplifies what they're saying.</p> <p>Sound tuning in headphones — iOS includes a feature called Headphone Accommodations that can amplify soft sounds and redirect sounds into a specific audible range customized by the user so they can hear sounds otherwise out of their normal hearing range.</p> <p>Live Captions (beta) - can turn audio into text in real-time. They are available for your phone and FaceTime calls, and any media content across apps such as Messages, Podcasts, Safari and third-party applications. Users can use Live Captions to follow along in-person conversations. FaceTime video calls include speaker attribution so users can keep up with all the details of who said what in a lively call with family and friends. Available in beta for English US & Canada.</p> <p>Sound Recognition - Users can train iPhone to listen for custom alarms, doorbells and electrical appliances unique to their home or office. iPhone will send users a notification when these sounds are detected.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
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| <p>302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p> | <p>Supports</p> | <p>Where speech may be required for input, control, or operation, iOS includes the following Accessibility features:</p> <p>Personal Voice — Users at risk of speech loss can create a voice that sounds like them by following along with a series of randomly chosen prompts for about fifteen minutes. Personal Voice is saved privately and securely on iPhone, with the option to sync it with end-to-end encrypted iCloud to use it on another Apple device.</p> <p>Live Speech — Users can type what they want to say and have it be spoken out loud; it integrates seamlessly with Phone and FaceTime, and is useful for in-person chats. It has options to save commonly used phrases to chime in quickly in an animated conversation.</p> <p>Siri – Users can enable an Accessibility mode called “Type to Siri” to make requests by typing on a physical or onscreen keyboard. Users with a speech disability such as a stutter can also turn on an Accessibility setting called Siri Pause Time to have Siri wait longer when they are speaking a command.</p> <p>FaceTime – FaceTime video conferencing is included with iOS and lets users make audio and video calls to other Mac computers, iPad 2 or later, iPhone 4 or later, or the iPod touch 4th generation. High-quality video and fast frame rate make FaceTime ideal for those who communicate using sign language. Many users can clearly see both hand and finger gestures in detail giving them the technology to communicate from afar with the same range of emotion used in person.</p> <p>Live Captions (beta) - can turn audio into text in real-time. They are available for your phone and FaceTime calls, and any media content across apps such as</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p> | <p>Supports</p> | <p>iOS includes Accessibility features to assist users who do not have fine motor control and can't perform simultaneous actions easily:</p> <p>Voice Control allows users to navigate and interact with their iPhone using their voice to tap, swipe, type and more. You can speak commands just like you would perform an action by touch. You can also use Voice Control Spelling Mode to dictate custom spellings letter by letter, or see phonetic suggestions (e.g., do, due, and dew) while editing emails and documents dictated using Voice Control. Users can learn more about how to use Voice Control with the help of Voice Control Guide, which offers education and learning support to get up and running quickly with Voice Control.</p> <p>Switch Control allows users to control iPhone using an adaptive device such as a switch, a joystick, the space bar on a keyboard, or a single tap on the Multi-touch trackpad.</p> <p>AssistiveTouch which is designed to allow users to control iPhone, perform gestures like a pinch, multi-finger swipe, or use Siri without fine motor control.</p> <p>Touch Accommodations which is designed to allow users to control how iPhone responds to touch by modifying its response to duration and frequency of touch events.</p> <p>Back Tap which allows users to configure and trigger convenient tasks, when the back of the iPhone is tapped. Double tap and triple tap can be used.</p> <p>Dictation which is designed to allow users to speak into any text field using the built-in microphone and have the text transcribed back.</p> <p>Sticky Keys which is designed to allow a series of single key presses to be interpreted as a multiple keystroke combination.</p> <p>Slow Keys which is designed to put a delay between when a key is pressed and when it is accepted by the system.</p> <p>Adjustable keyboard repeat delay which is designed to prevent accidental entry of multiple single keystrokes.</p> <p>Customizable keyboard commands allow users to assign a</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p> | <p>Supports</p> | <p>iOS includes Accessibility features to assist users with limited reach and strength:</p> <p>Voice Control allows users to navigate and interact with their iPhone using their voice to tap, swipe, type and more. You can speak commands just like you would perform an action by touch. You can also use Voice Control Spelling Mode to dictate custom spellings letter by letter, or see phonetic suggestions (e.g., do, due, and dew) while editing emails and documents dictated using Voice Control. Users can learn more about how to use Voice Control with the help of Voice Control Guide, which offers education and learning support to get up and running quickly with Voice Control.</p> <p>Switch Control allows users to control iPhone using an adaptive device such as a switch, a joystick, the space bar on a keyboard, or a single tap on the Multi-touch trackpad.</p> <p>AssistiveTouch which is designed to allow users to control iPhone, perform gestures like a pinch, multi-finger swipe, or use Siri without fine motor control.</p> <p>Touch Accommodations which is designed to allow users to control how iPhone responds to touch by modifying its response to duration and frequency of touch events.</p> <p>Back Tap which is designed to allow users to configure and trigger convenient tasks, when the back of the iPhone is tapped. Double tap and triple tap can be used.</p> <p>Dictation which is designed to allow users to speak into any text field using the built-in microphone and have the text transcribed back.</p> <p>Siri supports natural-language voice commands to send messages, track down files, create reminders, search the web, and more.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> | <p>Supports</p> | <p>iOS includes Accessibility features to assist users with limited cognitive, language, and learning abilities:</p> <p>Assistive Access — Offers a way to tailor iPhone and iPad to suit distinct and evolving needs for individuals with cognitive disabilities. Includes customized experiences for Messages, Phone, FaceTime, Camera, Photos, and Music apps with more focused choices to help lighten the cognitive load; users or their trusted supporters can additionally include any other first- and third-party apps.</p> <p>Personal Voice — Users at risk of speech loss can create a voice that sounds like them by following along with a series of randomly chosen prompts for about fifteen minutes. Personal Voice is saved privately and securely on iPhone, with the option to sync it with end-to-end encrypted iCloud to use it on another Apple device.</p> <p>Live Speech — Users can type what they want to say and have it be spoken out loud; it integrates seamlessly with Phone and FaceTime, and is useful for in-person chats. It has options to save commonly used phrases to chime in quickly in an animated conversation.</p> <p>Guided Access – Temporarily restricts iPhone to a single app, disables areas of the screen that aren't relevant to a task, and disables the hardware buttons</p> <p>Speak Screen – With Speak Screen, iPhone will read back all the content on pages back to user with a gesture.</p> <p>Speak Selection - Speak Selection will read back specifically the selected content on the screen. Users can follow along as highlighted words, sentences, or words within each sentence are read aloud.</p> |

Chapter 4: Hardware -

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 402 Closed Functionality | | |
| 402.1 General | | |
| 402.2 Speech-Output Enabled | | |
| 402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen. | Supports | iPhone includes a screen reader called VoiceOver that enables the iPhone to be used without seeing the screen. VoiceOver is now available in over 60 languages and locales, and Voice Control is available in over 10 languages and locales. |
| 402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction. | Supports | Recent transactions via Apple Pay are kept in the Wallet app, which supports the VoiceOver function. |
| 402.2.3 Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen. | Supports | <p>Speech is delivered via the following options:</p> <ol style="list-style-type: none"> 1) The speakers in the device 2) Headphones can be connected to the the iPhone via a Lightning to 3.5mm Headphone Jack Adapter (available separately), or over standard bluetooth protocols. 3) One of 70 models of supported Braille displays when VoiceOver is on <p>VoiceOver is now available in over 60 languages and locales</p> |
| 402.2.4 User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused. | Supports | VoiceOver supports audio ducking to allow screen reader information to interrupt other audio. Gestures are available to repeat and pause speech. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1.</p> | Supports | <p>iPhone supports more than 70 Bluetooth wireless braille displays and braille tables for more than 25 international languages. Some braille displays provide input buttons that can be used in addition to iPhone's on screen controls.</p> |
| 402.3 Volume | | |
| <p>402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p> | Supports | <p>iPhone volume can be controlled via physical buttons on the device or through onscreen controls.</p> <p>iPhone is rated under the Federal Communication Commission hearing aid compatibility guidelines as follows: M3, T4.</p> <p>iPhone is compatible with ear loop devices, Bluetooth-enabled hearing aid solutions, and Made for iPhone hearing aids. Any of these wired devices with a 3.5mm headphone jack can connect to the iPhone via a Lightning to 3.5mm Headphone Jack Adapter, which ships separately.</p> <p>For more information about iPhones and hearing aid compatibility, see www.apple.com/support/hac</p> |
| <p>402.3.2 Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.</p> | Not applicable | Not applicable |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 402.4 Characters on Display Screens. At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background. | Supports | Standard iPhone font is Sans Serif. |
| 402.5 Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1). | Not applicable | Not applicable |
| 403 Biometrics | | |
| 403.1 General. Where provided, biometrics shall not be the only means for user identification or control. | Supports | <p>A user may alternatively enter a passcode to unlock the iPhone. This passcode can also be disabled.</p> <p>Apple Pay which is offered in select countries can be used by entering a passcode.</p> |
| 404 Preservation of Information Provided for Accessibility | | |
| 404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery. | Supports | Accessibility structure, markup, and descriptions are preserved when converting documents, spreadsheets, presentations, and images into different formats. |
| 405 Privacy | | |
| 405.1 General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically. | Supports | By default, visual input remains on screen during use of VoiceOver. VoiceOver also includes a screen curtain feature for additional privacy for screen reader users. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 406 Standard Connections | | |
| 406.1 General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats. | Supports | iPhone supports wireless industry standards for the transmission of voice and data, including UMTS/HSPA+/DC-HSDPA, GSM/EDGE, LTE, 5G (sub-6 GHz and mmWave), Bluetooth 5.3, and 802.11 a/b/g/n/ac/ax Wi-Fi. |
| 407 Operable Parts | | |
| 407.2 Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background. | Supports | iPhone provides adjustable brightness, as well as settings to invert colors onscreen (white on black) for a higher contrast. You can also choose to reduce transparency and darken colors. |
| 407.3 Input Controls | | |
| 407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation. | Supports | <p>The Sleep/Wake, Side Switch and Volume rocker switch are tactilely discernible.</p> <p>iPhone can also be operated by an external Bluetooth wireless keyboard or external switch software (both available separately).</p> <p>Using the iPhone touchscreen requires the use of a bare finger or conductive device.</p> |
| 407.3.2 Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys. | Supports | iPhone uses a non-mechanical, onscreen keyboard. An external Bluetooth wireless keyboard (available separately) can also be used for text input. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------|---|
| <p>407.3.3 Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).</p> | <p>Supports</p> | <p>iPhone uses a non-mechanical, onscreen keyboard. An external Bluetooth wireless keyboard (available separately) can also be used for text input.</p> |
| <p>407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.</p> | <p>Supports</p> | <p>The repeat rate for the non-mechanical, onscreen keyboard is user configurable, along with Sticky keys and Slow keys under Accessibility settings. External wireless keyboards can be set in the same way.</p> |
| <p>407.5 Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.</p> | <p>Supports with exceptions</p> | <p>iPhone includes Switch Control which provides an alternate method for navigating and making onscreen selections. iPhone will cycle through and emphasize the available onscreen options, and users can make their desired selection by tapping the screen or using supported assistive devices. Switch Control allows for control of auto scan timing to remain on an item up to 25 seconds before moving to the next item, as well as the ability to loop through selections up to 10 times and to pause on the first item after pressing a switch.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-----------------------|---|
| <p>407.6 Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.</p> | <p>Supports</p> | <p>iPhone includes a number of Accessibility features to support motor control:</p> <ul style="list-style-type: none"> • AssistiveTouch which provides an alternative set of screen gestures for users who may have difficulty with touch gestures that requires only a single finger or apparatus to operate. • Switch Control which provides an alternate method for navigating and making onscreen selections. iPhone will cycle through and emphasize the available onscreen options, and users can make their desired selection by tapping the screen or using supported assistive devices. • Touch Accommodations which provides a means to adjust how the screen responds to touches, such as controlling how long you touch before it's recognized or whether it ignores repeated touches. • Back Tap which provides ability to configure and trigger convenient tasks when the back of the iPhone is tapped. Double tap and triple tap can be used. • Voice Control allows users to navigate and interact with their iPhone using their voice to tap, swipe, type and more. You can speak commands just like you would perform an action by touch. You can also use Voice Control Spelling Mode to dictate custom spellings letter by letter, or see phonetic suggestions (e.g., do, due, and dew) while editing emails and documents dictated using Voice Control. Users can learn more about how to use Voice Control with the help of Voice Control Guide, which offers education and learning support to get up and running quickly with Voice Control. |
| <p>407.7 Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.</p> | <p>Not applicable</p> | <p>Not applicable</p> |
| <p>407.8 Reach Height and Depth</p> | | |
| <p>408 Display Screens</p> | <p>Not applicable</p> | <p>Not applicable</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 408.2 Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed. | Not applicable | Not applicable |
| 408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. | Supports | <p>iOS does not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p> <p>iOS also offers Dim Flashing Lights to enable users who are sensitive to bright flashes of light to watch video content more comfortably; it automatically darkens the display of video during sequences of flashing lights so the user is not exposed to potentially risky content.</p> <p>iOS further offers Pause Animated Images, or the option to pause images with animations and movement, e.g. GIFs, in apps such as Messages and Safari to suit your viewing comfort.</p> |
| 409 Status Indicators | | |
| 409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound. | Supports | <p>The side-switch is the only locking mechanical switch. It can be locked in two positions which are visually, and physically discernible.</p> <p>If Sticky Keys are enabled, a visual ideograph is displayed to indicate the state of the keys being pressed.</p> <p>VoiceOver also provides auditory recognition of status indicators such as caps lock.</p> |
| 410 Color Coding | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------|---|
| 410.1 General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported with exceptions | <p>iOS uses color to convey information in On/Off labels, but provides the ability to enable labels in the Accessibility settings.</p> <p>There may be areas in individual apps, such as displaying events in Calendar, that do not provide another means of distinguishing a visual element. But iOS provides the ability to customize color filters to support color blindness and other vision challenges.</p> |
| 411 Audible Signals | | |
| 411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response | Supports | iPhone delivers visual alerts for incoming phone and FaceTime calls, new text messages, new and sent mail, and calendar events. |
| 412 ICT with Two-Way Voice Communication | | |
| 412.2 Volume Gain | | |
| 412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones. | Not applicable | Not applicable |
| 412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT. | Supports | iPhone volume can be controlled via physical buttons on the device or through onscreen controls. |
| 412.3 Interference Reduction and Magnetic Coupling | | |
| 412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1). | Not applicable | Not applicable |

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------------------------|--|
| 412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1). | Not applicable | Not applicable |
| 412.4 Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1). | Supports | iPhone supports wireless industry standards for the transmission of voice and data, including UMTS/HSPA+/DC-HSDPA, GSM/EDGE, LTE, 5G (sub-6GHz and mmWave), Bluetooth 5.3, and 802.11 a/b/g/n/ac/ax Wi-Fi. |
| 412.5 Real-Time Text Functionality | Supports (where supported by carrier) | <p>iPhone supports RTT (where supported by carrier) including instant transmission of a message as it's being composed, as well as support for over 70 models of Bluetooth wireless Braille displays (sold separately)</p> <p>Users can combine RTT with LiveCaptions to follow along on calls</p> |
| 412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible. | Supports | iPhone supports audible caller ID using the built-in VoiceOver screen reader and can play distinctive ring-tones and text-tones. VoiceOver adds a Pronunciation Editor to customize the way words are pronounced, additional voices and support for multiple audio sources. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-----------------------|--|
| <p>412.7 Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.</p> | <p>Supports</p> | <p>Users are able to use the FaceTime video calling feature for sign language communications. FaceTime requires that both parties to the call have an internet connection (e.g., via Wi-Fi or cellular data service) and a device capable of making a FaceTime video call.</p> <p>Group FaceTime calls will also detect when a participant is using sign language will make them appear more prominent within the call.</p> <p>FaceTime video calls have Live Captions integrated. This includes speaker attribution so users can keep up with all the details of who said what in a lively call with family and friends. Available in beta for English US & Canada.</p> |
| <p>413 Closed Caption Processing Technologies</p> | | |
| <p>413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.</p> | <p>Supports</p> | <p>iPhone supports the pass-through of closed-captioned video and video descriptions in industry-standard formats.</p> |
| <p>413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.</p> | <p>Supports</p> | <p>iPhone supports the pass-through of closed-captioned video and video descriptions in industry-standard formats.</p> |
| <p>414 Audio Description Processing Technologies</p> | | |
| <p>414.1.1 Digital Television Tuners. Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.</p> | <p>Not applicable</p> | <p>Not applicable</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing. | Supports | iPhone supports the pass-through of audio descriptions in industry-standard formats. |
| 415 User Controls for Captions and Audio Descriptions | Not applicable | Not applicable |
| 415.1.1 Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection. | Not applicable | iPhone supports system-side platform settings for captions |
| 415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description. | Not applicable | iPhone supports system-side platform settings for audio descriptions |

Chapter 5: Software -

Refer to iOS 17 VPAT

Chapter 6: Support Documentation and Services -

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------|-------------------|--------------------------|
| 601.1 Scope | | |
| 602 Support Documentation | | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------|---|
| <p>602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p> | Supports | <p>iPhone product documentation is available online in an accessible HTML format through:</p> <ul style="list-style-type: none"> • Apple Support at https://www.apple.com/support • iPhone new release page at https://www.apple.com/iphone/ • Accessibility product page at https://www.apple.com/accessibility/iphone/ <p>VPATs for Apple products are available at https://support.apple.com/accessibility/vpat.</p> |
| <p>602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p> | See WCAG 2.0 section | <p>The electronic web-based product documentation for iOS conforms to both Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.</p> |
| <p>602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p> | Supports | <p>Product documentation is available in embossed braille via third party provider.</p> |
| 603 Support Services | | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2. | Supports | Apple Support provides advisors with information on accessibility and compatibility features for iOS. This information is also documented in the product documentation. |
| 603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. | Supports | Support via the Internet is available through the Apple Knowledge base at http://www.apple.com/support . For additional information on the many service and support options offered by Apple visit www.apple.com/support . |

Legal Disclaimer:

Some features described in this document are not available in all areas, may be subject to additional fees or payments, and may be dependent on your cellular carrier network policies and wireless service plan, including, for example, 5G, LTE and FaceTime over cellular.

iPhone includes iOS 16, Lightning to USB Cable. Other accessories or products mentioned in this document (e.g., assistive devices, styluses, hearing aids, adapters, hearing aids, and so on) are sold separately by Apple and/or third parties.

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