



# BlackBerry Limited Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

**Name of Product/Version:** BlackBerry® BBM® Enterprise

**Product Description:** BBM® Enterprise offers secure text, voice, video and group chat on any device, including smartphones and desktops.

**Platform:** Desktop & Mobile

**Date:** December 19, 2018

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**Notes:** This VPAT has been updated to include WCAG 2.1 Success Criteria as well as the updated version of EN 301 549 V2.1.2 (2018-08)

**Evaluation Methods Used:** Testing was conducted with a screen reader and a keyboard where applicable. Testing for conformance against WCAG success criteria was conducted utilizing manual application testing. Testing is based on general product knowledge.

# 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 2.1, at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)
<a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)</a>	(Yes)

## Terms

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

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

# Web Content Accessibility Guidelines (WCAG 2.1) Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.1 – 11.4 Non-Web Software
- 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-Supports ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Table 1: Success Criteria, Level A & Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in <a href="#">WCAG 2.1 1.1.1</a> .	Does Not Support	Most images do not currently support Alt tags.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) 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: <ul style="list-style-type: none"><li>• <u>Prerecorded Audio-only</u>: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li><li>• <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.</li></ul>	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) 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.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)  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>	Not Applicable	
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)  Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)  Audio description is provided for all prerecorded video content in synchronized media.</p>	Not Applicable	
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)  Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Does Not Support	Menu options available as standard Windows drop-down commands are accessible to a screen reader. Menu commands activated via icons are not currently recognized by the screen reader. The individual message dialogue boxes containing the actual BBM message sent or received are not recognized and read out by the screen reader.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Does Not Support	The respective menu commands are not currently available by utilizing the Tab key. The menu options must be accessed by mouse activation.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  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>	Partially Supports	Most instructions do not rely solely on sensory characteristics of components. There are some menu options that utilize a graphical image alone to represent and depict the functionality.
<p><b><u>1.3.4 Orientation</u></b> (Level AA)  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>	Supports	
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA)  The purpose of each input field collecting information about the user can be programmatically determined when: The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
The content is implemented using technologies with support for identifying the expected meaning for form input data.		
<b><u>1.4.1 Use of Color</u></b> (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
<b><u>1.4.2 Audio Control</u></b> (Level A) 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.	Not Applicable	
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for situations listed in <a href="#">WCAG 2.1 1.4.3</a> .	Partially Supports	A high contrast ratio is utilized on most screens, with the greyed out menu icon options on the lower banner bar falling just below the contrast threshold for images at 3.9:1; these menu options surpass the contrast threshold when highlighted for selection.
<b><u>1.4.4 Resize text</u></b> (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	
<b><u>1.4.5 Images of Text</u></b> (Level AA) 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: <ul style="list-style-type: none"> <li>• <u>Customizable</u>: The image of text can be visually customized to the user's requirements;</li> <li>• <u>Essential</u>: A particular presentation of text is essential to the information being conveyed.</li> </ul>	Supports	
<b><u>1.4.10 Reflow</u></b> (Level AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels.	Not Applicable	UEM portrays content via two-dimensional data tables which are out of scope for this Success Criterion.

Criteria	Conformance Level	Remarks and Explanations
<p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p>Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p>Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.</p>		
<p><b>1.4.11 Non-Text Contrast</b> (Level AA)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <p>User Interface Components</p> <p style="padding-left: 40px;">NVisual 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;</p> <p>Graphical Objects</p> <p style="padding-left: 40px;">Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>	Partially Supports	A high contrast ratio is utilized on most screens, with the “Chats/ Contacts/ Invites” menu option icons on the main screen falling below the contrast threshold for non-text UI components at 2.2:1 when these menu options are highlighted for selection.
<p><b>1.4.12 Text Spacing</b> (Level AA)</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>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.</p>	Does Not Support	The user is not provided with options to modify the line, paragraph, letter or word spacing.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Dismissable:</b> 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;</li> <li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p>Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.</p> <p>Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p>	Supports	
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>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>	Partially Supports	Some screens facilitate partial access via keyboard and cursor keys, while others require mouse navigation to move between menu options.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>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>	Does Not Support	Certain screens do not facilitate the use of the keyboard interface to move keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.1.4 Character Key Shortcuts</b> (Level A)</p> <p>If a <a href="#">keyboard shortcut</a> 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"> <li>• <b>Turn off:</b> A <a href="#">mechanism</a> is available to turn the shortcut off;</li> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a <a href="#">user interface component</a> is only active when that component has focus.</li> </ul>	Not Applicable	Character key shortcuts are not utilized.
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>For each time limit that is set by the content, at least one of the instances in <a href="#">WCAG 2.1 2.2.1</a> is true.</p>	Not Applicable	No time limits are set for any functionality.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> 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</li> <li>• <b>Auto-updating:</b> 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.</li> </ul>	Not Applicable	
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>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>	Supports	
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A) Web pages have titles that describe topic or purpose.	Supports	
<a href="#">2.4.3 Focus Order</a> (Level A) 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.	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) 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.	Supports	
<a href="#">2.4.5 Multiple Ways</a> (Level AA) 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.	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Headings and labels describe topic or purpose.	Partially Supports	There are some instances where the tool tip label for menu icons is either missing or is not spoken with screen reader activated.
<a href="#">2.5.1 Pointer Gestures</a> (Level A) All <a href="#">functionality</a> that uses multipoint or path-based gestures for operation can be operated with a <a href="#">single pointer</a> without a path-based gesture, unless a multipoint or path-based gesture is <a href="#">essential</a> . NOTE: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	Supports	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A) For <a href="#">functionality</a> that can be operated using a <a href="#">single pointer</a> , at least one of the following is true:	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The <a href="#">down-event</a> of the pointer is not used to execute any part of the function;</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the <a href="#">up-event</a>, and a <a href="#">mechanism</a> is available to abort the function before completion or to undo the function after completion;</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event;</li> <li>• <b>Essential:</b> Completing the function on the down-event is <a href="#">essential</a>.</li> </ul> <p>NOTE: Functions that emulate a keyboard or numeric keypad key press are considered essential.</p> <p>NOTE: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p>		
<p><b>2.5.3 Label in Name</b> (Level A)</p> <p>For <a href="#">user interface components</a> with <a href="#">labels</a> that include <a href="#">text</a> or <a href="#">images of text</a>, the <a href="#">name</a> contains the text that is presented visually.</p> <p>NOTE: A best practice is to have the text of the label at the start of the name.</p>	Partially Supports	There are some instances where the tool tip label for menu icons is either missing or is not spoken with screen reader activated.
<p><b>2.5.4 Motion Actuation</b> (Level A)</p> <p><a href="#">Functionality</a> that can be operated by device motion or user motion can also be operated by <a href="#">user interface components</a> and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• <b>Supported Interface:</b> The motion is used to operate functionality through an <a href="#">accessibility supported</a> interface;</li> <li>• <b>Essential:</b> The motion is <a href="#">essential</a> for the function and doing so would invalidate the activity.</li> </ul>	Not Applicable	Device or user motion are not utilized to trigger software functionality.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>The default human language of each Web page can be programmatically determined.</p>	Supports	
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms,</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.		
<a href="#">3.2.1 On Focus</a> (Level A) When any component receives focus, it does not initiate a change of context.	Supports	
<a href="#">3.2.2 On Input</a> (Level A) 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.	Supports	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) 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.	Partially Supports	Certain screens do not facilitate the use of the keyboard interface, creating a limitation to consistent navigation on those screens.
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A) 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.	Does Not Support	Errors identified that are described in text are not read out by the screen reader. (e.g. "Canceled BBM Enterprise call")
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	A limited number of input fields are missing a description explicitly associated with the field.
<a href="#">3.3.3 Error Suggestion</a> (Level AA) 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.	Not Applicable	Error Identification is limited to status notifications for cancelled voice or video calls, versus general input errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) 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:  1. Reversible: Submissions are reversible.  2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.		
<b>4.1.1 Parsing</b> (Level A) 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.	Not Applicable	
<b>4.1.2 Name, Role, Value</b> (Level A) 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.	Does Not Support	Only a limited number of user interface components can be programmatically determined for use by assistive technologies such as a screen reader.
<b>4.1.3 Status Messages</b> (Level AA) In content implemented using markup languages, <a href="#">status messages</a> can be <a href="#">programmatically determined</a> through <a href="#">role</a> or properties such that they can be presented to the user by <a href="#">assistive technologies</a> without receiving focus.	Not Applicable	

# 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Many elements are not accessible when utilizing a screen reader.
302.2 With Limited Vision	Supports	The application can be utilized in conjunction with Windows Magnifier.
302.3 Without Perception of Color	Supports	Color is not utilized as an exclusive identifier within the application.
302.4 Without Hearing	Supports	Hearing is not required to utilize the core messaging functions of the application.
302.5 With Limited Hearing	Supports	Hearing is not required to utilize the core messaging functions of the application.
302.6 Without Speech	Supports	Speech is not required to utilize the core messaging functions of the application.
302.7 With Limited Manipulation	Partially Supports	Certain menu functions require the use of a mouse to activate them.
302.8 With Limited Reach and Strength	Partially Supports	Certain menu functions require the use of a mouse to activate them.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: Hardware

Notes: **Not Applicable – Section Removed.**

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
<b>502.2.1 User Control of Accessibility Features</b> Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	
<b>502.2.2 No Disruption of Accessibility Features</b> Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Partially Supports	While Windows Magnifier features can be utilized, global Zoom functions are not available within BBM Enterprise.
<b>502.3 Accessibility Services</b> Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Heading cell – no response required	Heading cell – no response required
<b>502.3.1 Object Information</b> The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Does Not Support	Many elements are not programmatically determinable when utilizing a screen reader.
<b>502.3.2 Modification of Object Information</b> States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Does Not Support	Elements under the Options menu are not properly read aloud when utilizing a screen reader.
<b>502.3.3 Row, Column, and Headers</b> If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	Data tables are not utilized within BBM Enterprise.
<b>502.3.4 Values</b> Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Does Not Support	Many elements are not programmatically determinable when utilizing a screen reader.
<b>502.3.5 Modification of Values</b> Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Partially Supports	Key text input fields (e.g. “Enter a message” and “Search”) are read aloud by a screen reader, but certain menu options are not.
<b>502.3.6 Label Relationships</b>	Does Not Support	Labels for icon menu options are not read aloud when utilizing a screen reader.

Criteria	Conformance Level	Remarks and Explanations
Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.		
<b>502.3.7 Hierarchical Relationships</b> Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Does Not Support	Many elements are not read aloud when utilizing a screen reader, and some screens do not utilize a logical tabbing sequence between hierarchical items within graphical menus.
<b>502.3.8 Text</b> The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Partially Supports	Many elements are not accessible when utilizing a screen reader.
<b>502.3.9 Modification of Text</b> Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Partially Supports	Some radio tick box input menu options are not accessible when utilizing a screen reader.
<b>502.3.10 List of Actions</b> A list of all actions that can be executed on an object shall be programmatically determinable.	Partially Supports	Some menu options are not programatically determinable when utilizing a screen reader.
<b>502.3.11 Actions on Objects</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Partially Supports	Some menu options are not programatically determinable when utilizing a screen reader.
<b>502.3.12 Focus Cursor</b> Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Partially Supports	Cursor focus and text insertion point are only available for certain menu options.
<b>502.3.13 Modification of Focus Cursor</b> Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Partially Supports	Cursor focus and text insertion point are only available for certain menu options without the use of a mouse to establish the cursor focus.
<b>502.3.14 Event Notification</b> Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Partially Supports	Event notification is only available for certain menu options without the use of a mouse for navigation and menu activation.
<b>502.4 Platform Accessibility Features</b> Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>— Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>		
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<p><b>503.2 User Preferences</b></p> <p>Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.</p> <p>EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.</p>	Partially Supports	Certain display settings for font type/ size and color contrast are applied based on the platform setting, while others remain fixed.
<p><b>503.3 Alternative User Interfaces</b></p> <p>Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.</p>	Partially Supports	Certain menu options can only be accessed using a mouse. Certain menu options cannot be accessed using the screen reader.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
<p><b>503.4.1 Caption Controls</b></p> <p>Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	
<p><b>503.4.2 Audio Description Controls</b></p> <p>Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<b>504.2 Content Creation or Editing</b> (if not authoring tool, enter “not applicable”)	Not Applicable	



Criteria	Conformance Level	Remarks and Explanations
<p>Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all Supports features and, as applicable, to file formats Supports by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p>		
<p><b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</b></p> <p>Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is Supports by the destination format.</p>	Not Applicable	
<p><b>504.2.2 PDF Export</b></p> <p>Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	
<p><b>504.3 Prompts</b></p> <p>Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for Supports features and, as applicable, to file formats Supports by the authoring tool.</p>	Not Applicable	
<p><b>504.4 Templates</b></p> <p>Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for Supports features and, as applicable, to file formats Supports by the authoring tool.</p>	Not Applicable	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features</b> 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.	Supports	
<b>602.3 Electronic Support Documentation</b> 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).	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
<b>602.4 Alternate Formats for Non-Electronic Support Documentation</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	
<b>603.3 Accommodation of Communication Needs</b> 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	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>

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Notes:

## Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Many elements are not accessible when utilizing a screen reader.
4.2.2 Usage with limited vision	Supports	The application can be utilized in conjunction with Windows Magnifier.
4.2.3 Usage without perception of colour	Supports	Color is not utilized as an exclusive identifier within the application.
4.2.4 Usage without hearing	Supports	Hearing is not required to utilize the core messaging functions of the application.
4.2.5 Usage with limited hearing	Supports	Hearing is not required to utilize the core messaging functions of the application.
4.2.6 Usage without vocal capability	Supports	Vocal capability is not required to utilize the core messaging functions of the application.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Certain menu functions require the use of a mouse to activate them.
4.2.8 Usage with limited reach	Partially Supports	Certain menu functions require the use of a mouse to activate them.
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Supports	
4.2.11 Privacy	Supports	

## Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not Applicable	Clause pertains to closed functionality
5.1.3.2 Auditory output delivery including speech	Not Applicable	Clause pertains to closed functionality
5.1.3.3 Auditory output correlation	Not Applicable	Clause pertains to closed functionality
5.1.3.4 Speech output user control	Not Applicable	Clause pertains to closed functionality
5.1.3.5 Speech output automatic interruption	Not Applicable	Clause pertains to closed functionality
5.1.3.6 Speech output for non-text content	Not Applicable	Clause pertains to closed functionality
5.1.3.7 Speech output for video information	Not Applicable	Clause pertains to closed functionality
5.1.3.8 Masked entry	Not Applicable	Clause pertains to closed functionality
5.1.3.9 Private access to personal data	Not Applicable	Clause pertains to closed functionality
5.1.3.10 Non-interfering audio output	Not Applicable	Clause pertains to closed functionality
5.1.3.11 Private listening	Not Applicable	Clause pertains to closed functionality
5.1.3.12 Speaker volume	Not Applicable	Clause pertains to closed functionality
5.1.3.13 Volume reset	Not Applicable	Clause pertains to closed functionality
5.1.3.14 Spoken languages	Not Applicable	Clause pertains to closed functionality
5.1.3.15 Non-visual error identification	Not Applicable	Clause pertains to closed functionality
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Clause pertains to closed functionality
5.1.4 Functionality closed to text enlargement	Not Applicable	Clause pertains to closed functionality
5.1.5 Visual output for auditory information	Not Applicable	Clause pertains to closed functionality
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Not Applicable	Clause pertains to closed functionality
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Not Applicable	Biometrics are not utilized.
5.4 Preservation of accessibility information during conversion	Supports	
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	No operable parts requiring grasping, pinching or twisting of the wrist to operate. Requires ability for mouse movements and clicks.
5.5.2 Operable parts discernibility	Not Applicable	No operable parts.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	No locking or toggle controls are utilized.
5.6.2 Visual status	Not Applicable	No locking or toggle controls are utilized.
<b>5.7 Key repeat</b>	Supports	Utilize the option to adjust Keyboard Properties to slow the “Repeat rate” setting within Windows OS, or the “Key Repeat Rate” setting within Mac OS.
5.8 Double-strike key acceptance	Supports	Utilize the option to adjust Keyboard Properties to slow the “Repeat Delay” setting within Windows OS, or the “Delay Until Repeat” setting within Mac OS.
5.9 Simultaneous user actions	Not Applicable	Only one user action is within focus at any given time.

## Chapter [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>6.1 Audio bandwidth for speech (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Partially Supports	No additional hardware or software is required to enable RTT functionality using Message Mode only (versus character by character) between two parties enabled with the BBM Enterprise application.
6.2.1.2 Concurrent voice and text	Supports	Notification is provided that the other party is typing a message, and the full message is received once the other party presses Enter to send the message.
6.2.2.1 Visually distinguishable display	Supports	Text balloons appear on either the left or right side with a different color scheme for the respective parties in the BBM chat.
6.2.2.2 Programmatically determinable send and receive direction	Partially Supports	<p>On the mobile device, the individual messages are read out by the screen reader after they are selected, and the “R” for “Read message indicator” or the “D” for “Delivered message indicator” is read aloud providing the status indication that it is tied to an outbound message from the mobile device.</p> <p>On the Desktop version, the messages are not programmatically determinable and are not read out by the screen reader.</p>
6.2.3 Interoperability	Does Not Support	BBM Enterprise is not designed to facilitate interoperable text, voice or video calling to other applications. BBM Enterprise provides secure text, voice or video enabled communications between

Criteria	Conformance Level	Remarks and Explanations
		the two parties utilizing the BBM Enterprise application.
6.2.4 Real-time text responsiveness	Does Not Support	BBM Enterprise is designed to provide Notification to the other party that you are currently typing a message, and the full message will be sent when you press send (Message mode vs character by character).
6.3 Caller ID	Supports	
6.4 Alternatives to voice-based services	Not Applicable	BBM Enterprise does not include voice mail, auto-attendant or interactive voice response features.
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Supports	
6.5.3 Frame rate	Supports	
6.5.4 Synchronization between audio and video	Supports	
6.6 Alternatives to video-based services	Not Applicable	BBM Enterprise does not include answering machine, auto attendant or interactive response facilities.

## Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	BBM Enterprise does not facilitate the display of video with synchronized audio.
7.1.2 Captioning synchronization	Not Applicable	BBM Enterprise does not facilitate the display of video with synchronized audio.
7.1.3 Preservation of captioning	Not Applicable	BBM Enterprise does not transmit, convert or record video with synchronized audio.
7.2.1 Audio description playback	Not Applicable	BBM Enterprise does not display video with synchronized audio.
7.2.2 Audio description synchronization	Not Applicable	BBM Enterprise does not have a mechanism to play audio description.
7.2.3 Preservation of audio description	Not Applicable	BBM Enterprise does not transmit, convert or record video with synchronized audio.
7.3 User controls for captions and audio description	Not Applicable	BBM Enterprise does not display materials containing video with associated audio content.

## Chapter [8: Hardware](#)

Notes: **Not Applicable – Section Removed.**

## Chapter [9: Web](#) (see [WCAG 2.1](#) section)

Notes:

## Chapter [10: Non-web Documents](#)

Notes: **Not Applicable – Section Removed.**



## Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General (Informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1 Perceivable	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
11.2 Operable	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
11.3 Understandable	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
11.4 Robust	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.5.2.3 Use of accessibility services	Not Applicable	
11.5.2.4 Assistive technology	Partially Supports	While Windows Magnifier features can be utilized, global Zoom functions are not available within BBM Enterprise.
11.5.2.5 Object information	Does Not Support	Many elements are not programmatically determinable when utilizing a screen reader.
11.5.2.6 Row, column, and headers	Not Applicable	Data tables are not utilized within BBM Enterprise.
11.5.2.7 Values	Does Not Support	Many elements are not programmatically determinable when utilizing a screen reader.
11.5.2.8 Label relationships	Does Not Support	Labels for icon menu options are not read aloud when utilizing a screen reader.
11.5.2.9 Parent-child relationships	Does Not Support	Many elements are not read aloud when utilizing a screen reader, and some screens do not utilize a logical tabbing sequence

Criteria	Conformance Level	Remarks and Explanations
		between hierarchical items within graphical menus.
11.5.2.10 Text	Partially Supports	Many elements are not accessible when utilizing a screen reader.
11.5.2.11 List of available actions	Partially Supports	Some menu options are not programatically determinable when utilizing a screen reader.
11.5.2.12 Execution of available actions	Partially Supports	Some menu options are not programatically determinable when utilizing a screen reader.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	Cursor focus and text insertion point are only available for certain menu options.
11.5.2.14 Modification of focus and selection attributes	Partially Supports	Cursor focus and text insertion point are only available for certain menu options without the use of a mouse to establish the cursor focus.
11.5.2.15 Change notification	Partially Supports	Change notification is only available for certain menu options without the use of a mouse for navigation and menu activation.
11.5.2.16 Modifications of states and properties	Does Not Support	Many elements are not programmatically determinable when utilizing a screen reader.
11.5.2.17 Modifications of values and text	Partially Supports	Some radio tick box input menu options are not accessible when utilizing a screen reader.
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Partially Supports	While Windows Magnifier features can be utilized, global Zoom functions are not available within BBM Enterprise.
11.7 User preferences	Partially Supports	Certain display settings for font type/ size and color contrast are applied based on the platform setting, while others remain fixed.

Criteria	Conformance Level	Remarks and Explanations
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

## Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>
12.2.3 Effective communication	Supports	Contact <a href="mailto:Accessibility@blackberry.com">Accessibility@blackberry.com</a>
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: **Not Applicable – Section Removed.**

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