

Excluded Issues

Effective December 1, 2024

Capitalized terms otherwise not defined shall have the meanings assigned to them in the Terms of Service.

Neither accessWidget nor accessFlow address or resolve certain accessibility issues, including ("**Excluded Issues**"): (a) accessibility issues in URL parameters (such as elements inserted in a website's URLs to help filter and organize content or track information on the website); (b) accessibility remediation of documents (such as Word files), slideshows and presentations (such as ppt files), spreadsheets (such as Excel files), PDFs, audio files, video files, SVG files; (c) content presented in "iframe", third-party plug-ins (such as for payment processing), and other embedded formats and/or self contained content (such as ShadowDom and ShadowRoot and Salesforce based websites); (d) accessibility remediation of Canvas and Flash components and elements on a Customer Website that prevent changes being made to the user-session code a Customer Website; (e) accessibility remediation of any Non-HTML Elements; (f) accessibility remediation of components that have been handled via Other Remediation Measures; (g) accessibility remediation of any images or links that are subject to a Decipher Block; (h) accessibility remediation of third-party pages included in or referred to from a Customer Website on which accessWidget has not been properly installed; (i) remediation functionality supporting keyboard layouts other than QWERTY keyboards; and (j) accessibility remediation made on a single-page application may not be fully effective, and it is the Customer's responsibility to verify the accessibility of such applications; (k) accessibility issues that are a result of a website being developed not in substantial conformance with industry-standard website structure conventions, including complex menu structures or elements that override web browsers' functionalities; and (l), accessibility issues that are a result of websites or content management systems (CMSs) blocking or interfering with third party scripts. From time to time, the Company may publish release notes that may include additional elements that accessWidget and/or accessFlow address may not resolve, which shall also be deemed "Excluded Issues".