



# Letter of Digital Accessibility Conformance

*March 30th, 2023*

Olark  
427 N Tatnall St #63602.  
Wilmington, DE 19801

A360 Enterprises, LLC (Allyant) is an expert in digital accessibility auditing, testing, consulting and training. Olark has engaged Allyant to test and evaluate the accessibility of Olark's desktop chatbox widget with a homepage located at <https://chat.olark.com/>.

Allyant performed live-user accessibility auditing, including but not limited to testing by individuals with disabilities using assistive technology, combined with digital testing tools, on a representative sample of pages of Olark's desktop chatbox widget. The accessibility audit was completed approximately October 19, 2022.

As of our Quality Assurance testing on March 30, 2023, our live-user accessibility testers did not encounter any accessibility blockers that would deny a user using assistive technology from accessing the main content and functionality. The following is the professional opinion of the Allyant testing team:

- The live-user accessibility testers were able to successfully access, use, and navigate the widget.
- The widget substantially conforms with Level A and Level AA of the Web Content Accessibility Guidelines (WCAG) version 2.1.
- Olark has addressed all significant issues that are in their control including owned source code and content within the scope of the project.

In addition, Olark has retained Allyant to provide ongoing accessibility live-user reviews (remediation support and QA testing) of <https://chat.olark.com/>. With this in place, Allyant will perform ongoing accessibility testing and support of selected elements of the website, including live-user testing on a regular basis.

Approved by:

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Mike Hadfield, COO