



# Letter of Digital Accessibility Conformance

January 13th, 2021

Olark  
427 N Tatnall Street #63602  
Wilmington, DE 19801

A360 Enterprises, LLC is an expert in digital accessibility auditing, testing, consulting and training. Olark has engaged Accessible360 to test and evaluate the accessibility of Olark's V2 desktop chat widget located at <https://www.olark.com/chatbox/version-2>.

Accessible360 performed live-user accessibility auditing, including but not limited to testing by individuals with disabilities using assistive technology, combined with digital testing tools, on Olark's chat widget. The accessibility audit was completed approximately November 3, 2020.

As of our Quality Assurance testing on Jan 12, 2021, 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 Accessible360 testing team:

- The live-user accessibility testers were able to successfully access, use, and navigate the website.
- The website substantially conforms with Level A and Level AA of the Web Content Accessibility Guidelines (WCAG) version 2.0.

In addition, Olark has retained A360 to provide ongoing accessibility monitoring. With this monitoring in place, Accessible360 will perform ongoing accessibility testing and monitoring of the chat widget, including live-user testing, on a regularly scheduled basis.

Approved by:

---

Kelly Heikkila, Chief Technology Officer