Web Accessibility Conformance Timeline: Mango Languages constantly strives to provide full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations provided by and through Mango Languages web product and its mobile applications according to the following timeline and requirements:

- **Phase I Web**: July 1st, 2020 - Mango Languages has a goal to ensure that the pathway from the home page to access its web product and the service provided therein (where applicable) conforms to, at minimum, the Web Content Accessibility Guidelines 2.0 Level A and AA Success Criteria ("WCAG 2.0 AA") by way of an ADA Compliance Audit (this is in addition to regular efforts to maintain ADA Compliance outlined in the policies below).
- **Phase II Mobile**: July 1st, 2020 - Mango Languages has a goal to ensure that its mobile applications (where applicable) conform to, at minimum, the WCAG 2.0 AA by way of an ADA Compliance Audit (this is in addition to regular efforts to maintain ADA Compliance outlined in the policies below).

Web Accessibility Coordinator: Mango Languages has designated an employee, who shall report directly to Mango Languages' Director of Product Development, as the Web Accessibility Coordinator for Mango Languages and its product and services, and can provide the name of and contact information for that person upon request. The Web Accessibility Coordinator:

- shall be knowledgeable about WCAG 2.0 and web accessibility generally.
- shall be responsible for overseeing, managing, and coordinating Mango Languages; implementation of this Decree;
- shall be responsible for reporting and documenting quarterly, at minimum, to Mango Languages' Director of Product Development that all new releases have been made accessible pre-production; any post-production accessibility bugs have been remediated; and whether the requirements set forth in this Consent Decree have been met, and, if not, which requirements have not been satisfied and why.

Web Accessibility Policy: Mango Languages has adopted and implemented a Web Accessibility Policy consistent with the section below labeled Website and Mobile Application Accessibility Policy. Under the guidelines of this policy, Mango Languages shall:

- distribute the Web Accessibility Policy to all Web Content Personnel, Account Managers, and Customer Service Personnel for Mango Languages;

- provide a copy of the policy to each new Web Content Personnel, contractor responsible for web content, and Customer Service Personnel for Mango Languages and its products and services;
- redistribute the corporate Web Accessibility Policy annually to all Web Content Personnel, contractors responsible for web content, and Customer Service Personnel;
- make publicly available and directly link from the www.mangolanguages.com homepage, a statement of Mango Languages' policy to ensure that persons with disabilities have full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of Mango Languages web product and its mobile applications; and
- accompany the public policy statement with an accessible means of submitting accessibility questions and problems.

Web Accessibility Committee: Mango Languages has appointed a cross-functional committee charged with monitoring and maintaining conformance of Mango Languages and its products and services with WCAG 2.0 AA throughout the term of this Consent Decree to assist and report to the Director of Product Development.

Web Accessibility Feedback: Mango Languages provides a notice directly linked from the www.mangolanguages.com homepage, soliciting feedback from visitors to the web product and mobile applications on how the accessibility of the web product and mobile applications can be improved; the link shall contain several methods of providing feedback, including a form to submit feedback with a valid email address, live chat service, and a toll-free phone number to contact representatives knowledgeable about the Web Accessibility Policy.

Customer Assistance for Mango Languages Users with Disabilities:
Mango Languages regularly trains its Customer Service Personnel to escalate calls from users with disabilities who encounter difficulties using Mango Languages' products and/or services. Mango Languages trains sufficient personnel in handling escalated calls in a timely manner to assist on such calls from users with disabilities. Mango Languages has established procedures for promptly directing requests for assistance to such personnel, including providing access to customer support by way of an electronic form, live chat service, and telephone number clearly displayed in the web product and mobile applications.

Web Accessibility Training: Mango Languages shall provide mandatory annual accessibility training to all employees who write or develop programs/code for, or publish final content to, Mango Languages' products and services on how to conform all content with, at minimum, WCAG 2.0 AA and the terms of this Consent Decree. Mango Languages' employees shall also receive the training when they are hired into a position that includes such a role. Mango Languages shall ensure that contractors are familiar with WCAG 2.0 and the requirements of this Consent Decree to the extent necessary to perform the duties under their contract.

Performance Reviews of Web Accessibility Coordinator and Mango Languages Employees: Performance reviews of the Web Accessibility Coordinator and all other appropriate employees with a role in Mango Languages accessibility roadmap include consideration of the degree and effectiveness with which each took accessibility considerations into account in the performance of their respective duties, once they have had the opportunity to receive accessibility training as required above.

User Accessibility Testing Group: At least once annually for the term of this Consent Decree, and whenever a substantial proposed change to Mango Languages' products and/or services is made available to any group of Mango Languages users or customers (e.g., Beta testing), such changes shall be tested by individuals with different disabilities, including at a minimum individuals who are blind, deaf, and/or have physical disabilities affecting manual dexterity (such as those limiting the ability to use a mouse), to identify any accessibility barriers not otherwise apparent through automated testing.

Modification of Bug Fix Priority Policies: Mango Languages will modify existing bug fix policies, practices, and procedures as needed to include the elimination of bugs that create non-conformance with WCAG 2.0 AA to Mango Languages' products ("Modified Bug Fix Priority Policies"). The Modified Bug Fix Priority Policies shall ensure that any bugs that create non-conformance with WCAG 2.0 AA to Mango Languages' products are remedied with the same level of priority (e.g., speed, resources used to remediate) as any other equivalent loss of function for individuals without disabilities.

Web Accessibility Consultant and Evaluation: Mango Languages maintains a relationship with an independent consultant ("Web Accessibility Consultant") who has expertise concerning accessible web development and WCAG 2.0.

As needed, the independent Web Accessibility Consultant shall provide the parties a written evaluation. This evaluation shall describe whether Mango Languages' products

and services are in conformance with requirements of WCAG 2.0 AA and this Consent Decree, including any recurring, frequent, or significant deviations from the Modified Bug Fix Priority Policies, and shall make recommendations to improve the accessibility of Mango Languages' products and services ("Web Accessibility Evaluation").

The Web Accessibility Consultant shall provide copies of the Web Accessibility Evaluation to all parties to this Decree.
Mango Languages shall aim to incorporate recommendations contained in the Web Accessibility Evaluation within ninety (90) days of receiving the Accessibility Evaluation.

Website and Mobile Application Accessibility Policy

General Policy: It is Mango Languages' policy to ensure that persons with disabilities have a full and equal opportunity to benefit from the goods, services, privileges, advantages, and accommodations offered by Mango Languages through its products and services. Mango Languages provides effective communication with persons with disabilities, and ensures that individuals with disabilities are not excluded from the use of its products and services through adherence to Mango Languages' policies, standards, criteria, or methods of administration.

Web Accessibility: Mango Languages provides online content in the following manner to ensure it is accessible to individuals with disabilities through its products and services:

- Where applicable, all new features, functionality, and content published to Mango Languages' web product and mobile applications shall conform to the Level A and Level AA Success Criteria and Conformance Requirements of the Web Content Accessibility Guidelines ("WCAG") 2.0 (Dec. 11, 2008), published by the World Wide Web Consortium ("W3C"), Web Accessibility Initiative ("WAI"), available at www.w3.org/TR/WCAG/.
- Mango Languages provides a notice, prominently and directly linked from the www.mangolanguages.com homepage, soliciting feedback from visitors to the web product and mobile applications on how accessibility can be improved and providing contact information for Call Center personnel knowledgeable concerning this policy.
- Mango Languages annually distributes this Policy to all personnel that design, develop, maintain, manage, or otherwise have responsibility for the content and format of Mango Languages' web product and mobile applications ("Web Content Personnel").

- Mango Languages has designated a Web Accessibility Coordinator for its web product and mobile applications, who is knowledgeable concerning the WCAG 2.0 and web accessibility generally and is available as a resource for Web Content Personnel.
- Mango Languages provides annual accessibility training to appropriate personnel, and considers the degree and effectiveness with which they took accessibility considerations into account in the performance of their duties when reviewing their performance.
- Mango Languages regularly assesses and reviews the delivery of content via its web product and mobile applications to ensure inclusion, integration, and equal treatment of, as well as effective communication with, persons with disabilities, including, among others, persons that:
  - Use screen readers or voice interactive software;
  - Only or predominantly use keyboards to input data and to navigate websites;
  - Use Braille output devices;
  - Use on-screen keyboards;
  - Use text magnification software;
  - Require the ability to adjust font size and/or color to view web pages;
  - Require audio description to access video content; and
  - Require captions to access audio and visual materials.
- Mango Languages regularly conducts compliance tests and annually enlists individuals with a variety of disabilities to test its web product and mobile applications for accessibility.

Compliance with the Policy: Mango Languages requires employees and contractors to comply with this policy. Failure to comply with this policy may result in disciplinary action.