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**Cc:** [VILLANI David \\* OED](#); [FRIESEN Lori L \\* OED](#); [VILLEGAS Eric L \\* OED](#)  
**Subject:** Follow up questions from OED  
**Date:** Wednesday, January 20, 2021 11:12:28 AM

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Hello Mere,

Thank you again to you and your team for your time and patience this morning; we greatly appreciate it! As I mentioned, Eric and I have a few follow up questions:

1. How does a customer without internet access navigate the process?
2. Can you provide any information on whether your system follows the WCAG 2.0?
3. Is there any flexibility for our internal translators to translate the product so we can better prepare for expanding language options down the road?

Thank you again, and I hope you have a great rest of your day!

Regards,

Teresa Rainey  
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