

ACCESSIBILITY EXPOSURE REVIEW

Generic customer-journey example

Navigation, pricing, signup, forms, checkout, help, and mobile | Illustrative excerpt

Discover

WHERE A PERSON IS
BLOCKED

Reproduce

THE BARRIER IN CONTEXT

Prioritize

WHAT TO FIX FIRST

Retest

THE CUSTOMER TASK

Executive signal

A customer-journey review looks beyond a total or score. It asks whether a person can understand the available plans, identify controls, recover from an error, and complete the intended task. Repeated signals are consolidated so one shared component is not mistaken for dozens of unrelated problems.

Signal-to-noise judgment: repeated instances are consolidated before priority is assigned. The result is an ordered plan centered on the barriers people actually encounter.

Representative observations

Unclear destination

A link or image control may not announce enough information for a screen-reader user to choose it.

Potential: WCAG 2.4.4, 4.1.2

Unlabeled form control

A customer may be unable to tell what information a signup or checkout field expects.

Potential: WCAG 1.3.1, 3.3.2, 4.1.2

Hidden error or action

Low contrast, missing focus, or an unclear error may prevent a customer from continuing.

Potential: WCAG 1.4.3, 2.4.7, 3.3.1, 4.1.3

This public sample intentionally omits the company identity, tested URL, full remediation plan, owners, effort estimates, and acceptance criteria. Those belong in the paid deliverable.

Generic evidence excerpt

This illustrative exhibit contains no company, URL, homepage imagery, brand content, or figures from a prospect. It demonstrates the form of evidence without exposing a real site.

REVIEW SIDEBAR	WHAT THE EXCERPT SUPPORTS
Navigation	A control lacks a useful accessible name, so a screen-reader user may not know what it does.
Plan selection	A form error is not announced or connected to its field, leaving a customer unsure how to continue.
Signup form	A low-contrast action and missing visible focus may make plan selection difficult for keyboard and low-vision users.
Error recovery	
Checkout action	

Issue-family excerpt

Priority	Observed signal	Why it matters	Potential WCAG mapping
High	A repeated link component has no useful accessible name.	A screen-reader user may hear an unnamed link and be unable to choose a destination.	2.4.4; 4.1.2
High	A signup field is missing a persistent programmatic label.	A customer may not know what information the field expects.	1.3.1; 3.3.2; 4.1.2
High	An error message is not announced or tied to the invalid field.	A customer may be unable to recover and complete account creation.	3.3.1; 3.3.3; 4.1.3
Medium	A primary action and its focus indicator have insufficient visual distinction.	A low-vision or keyboard user may miss the action needed to continue.	1.4.3; 2.4.7

Boundary: this excerpt demonstrates triage and issue-family consolidation. It does not prove a WCAG failure, legal coverage, or conformance.

Shape of the paid review

A paid Accessibility Exposure Review moves from automated signals to reproduced findings, manual interaction testing, developer-ready priorities, a concise readout, and limited retesting.

Remediation category	What the paid review determines	Output shape
Shared-component diagnosis	Whether repeated flags trace to one component, token, template, or several independent causes.	Consolidated issue family and affected surfaces
Accessible names and alternatives	Which links, images, and controls lack a usable programmatic purpose after manual reproduction.	Prioritized naming and content recommendations
Forms and interaction	Whether labels, instructions, focus order, status changes, and error recovery work in the real flow.	Flow-level risk and remediation categories
Visual access	Which contrast, reflow, zoom, focus, and non-color cues fail after live-state verification.	Token or component priorities by user impact
Retest and closeout	Which findings are resolved, which remain, and what should be guarded against regression.	Concise before/after evidence and closeout status

Manual checks automated scans cannot reach

Keyboard and focus

Tab order, visible focus, operability, focus movement, and keyboard traps.

Screen reader

Names, roles, states, headings, landmarks, announcements, and reading order.

Zoom and reflow

Content at 200% and 400%, responsive reflow, text spacing, and obscured controls.

Forms and recovery

Persistent labels, instructions, validation, error identification, and status messages.

Deliverable boundary: legal analysis, certification, a VPAT/ACR, and a full conformance audit are outside this review unless separately scoped with qualified specialists.

COSMIC AUDIT	REQUEST A FOCUSED REVIEW
Evidence-first accessibility exposure reviews for consumer software and digital-commerce teams.	aaron@cosmicaudit.com cosmicaudit.com

Important: This is a generic illustrative excerpt, not a report about any named company. It is not legal advice, an accessibility certification, an attestation of conformance, or a complete audit.