

# **RingCentral, Inc. and RingCentral Canada, Inc. 2023 to 2026 Accessibility Plan**

## **2025 Progress Report**

### **INTRODUCTION**

On June 1, 2023, RingCentral, Inc. and RingCentral Canada, Inc. (collectively, “RingCentral”) published RingCentral’s [2023 to 2026 Accessibility Plan](#), which set forth our commitments to providing our employees with an equitable workplace and enhancing the accessibility of our products and services. On Jun 1, 2024, RingCentral published its first Progress Report on its efforts to meet the goals described in the Accessibility Plan.

This Second Progress Report, which has been prepared in accordance with the requirements of the Accessible Canada Act and its regulations (“ACA”), explains efforts we have made in the last year towards ensuring equal access and participation for people with disabilities.

Our Accessibility Plan, this Progress Report, and a description of our accessibility feedback process are available in a variety of formats. Please contact [RingCentral support](#) or the [Accessibility Team](#) if you would like a copy of the plan in an accessible format.

### **CONSULTATIONS**

Over the past year, RingCentral has collected feedback through the following avenues

- Conversations and internal surveys to employees, including persons with disabilities;
- Customer surveys, including to customers with disabilities;
- Conversations with resellers; and
- By retaining a third party to audit our products, services, and platforms and assist with identifying barriers to accessibility.

RingCentral also convened an internal Accessibility Council to identify accessibility barriers and work with key stakeholders to address these barriers.

These consultations and the Accessibility Council have identified barriers that RingCentral previously identified as well as additional areas of improvement:

- RingCentral could continue to improve support articles and support staff training on accessibility features;
- RingCentral products could be improved by implementing
  - Minimum color contrast on buttons, links and labels

- Focus order for keyboard users
- Better definition of name, roles, value and other programmatic values to improve the user experience with assistive technologies

## **FEEDBACK**

RingCentral welcomes feedback from its employees, users, and the general public. You can provide accessibility feedback (including feedback on this plan) by emailing our Accessibility Team at [accessibility@ringcentral.com](mailto:accessibility@ringcentral.com), calling our [Support Team](#), posting an idea on our [Community Ideas Page](#), or filling out our accessibility feedback [form](#). Feedback can be provided anonymously via the feedback form. The Manager of the RingCentral Community forums is responsible for responding to all feedback.

## **STATUS OF EFFORTS IN KEY AREAS**

### **EMPLOYMENT**

RingCentral continues to strive towards a fully equitable employment environment. The Benefits Team has provided employees with step-by-step instructions on how to file requests for disability leave and accommodation. The Team continues to work with employees to identify specific limitations and needs and work collaboratively toward a solution.

### **THE BUILT ENVIRONMENT**

RingCentral does not have a physical office in Canada, so there are no action steps for RingCentral at this time.

### **COMMUNICATIONS RELATED TO EMPLOYMENT AND THE BUILT ENVIRONMENT**

Communications related to the built environment are not applicable because RingCentral does not have a physical office in Canada.

### **TRANSPORTATION**

RingCentral does not offer transportation services.

### **INFORMATION AND COMMUNICATION TECHNOLOGIES**

RingCentral is continuously working to ensure that our products and services can be used by all on an equitable basis. RingCentral is working to incorporate accessibility by design into its products based on feedback received from our third-parties and our third-party accessibility

vendor. Over the past year, RingCentral has made accessibility-related product improvements, including the ability to disable keyboard shortcuts, instituting better color contrast and keyboard navigation, and creating well-defined programmatic role/index/label for screenreader and other assistive technologies.

## DESIGN AND DELIVERY OF PRODUCTS AND SERVICES (INCLUDING CUSTOMER COMMUNICATIONS)

As mentioned above, over the past year, RingCentral has continued to incorporate accessibility by design into its products and has rolled out feature enhancements to make its flagship products.

In addition, RingCentral understands that accessible communication is key to positive relationships with its customers. To that end, RingCentral has continued its partnership with a third party to provide accessibility testing on the RingCentral web assets. The third party has helped to identify barriers and to triage the identified issues. Through the third party, RingCentral continues to provide its web design and communications teams with online courses and consultation sessions on accessibility-related issues. RingCentral has also trained its support team on how to communicate with customers with accessibility issues and accessibility related concerns.

## PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

This past year, RingCentral finalized and launched its Supplier Diversity Program. Under this Program, the Sourcing Team is encouraged to include diverse suppliers as part of its sourcing processes.

## APPENDICES

### APPENDIX A – THE PRINCIPLES OF THE ACA

In preparing this plan, RingCentral took into account the following Principles, which are set out in Section 6 of the ACA:

- a. all persons must be treated with dignity regardless of their disabilities;
- b. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- c. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

- d. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- e. laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- f. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- g. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

## APPENDIX B - TELECOMMUNICATIONS ACT REQUIREMENTS

As required by section 51(1) of the ACA, this Appendix lists the conditions imposed and regulations made under the Telecommunications Act to which RingCentral is subject that relate to the identification and removal of barriers and the prevention of new barriers.

- VoIP providers must provide Teletypewriter Relay (TTY Relay) Service and Internet Protocol Relay Service (IP Relay) Service 24 hours a day, 7 days a week. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must have an easy-to-find home page link to the accessibility section of the website and to promote, in an accessible manner, information on all of their disability-specific services and products. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers are to make the information on telecommunications services and products and any customer service functions on their websites available in an accessible manner. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers are to make their general call centres accessible by (a) training customer service representatives in handling enquiries from persons with disabilities, and familiarizing them with the service providers' products and services for persons with disabilities, and (b) making Interactive Voice Response systems accessible, which could be by transferring the call to a call centre. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must provide information on limitations on VoIP 9-1-1/E9-1-1 service in accessible formats and to explain information to those with disabilities upon request. Telecom Regulatory Policy CRTC 2017-11.
- VoIP providers must make available to subscribers who are blind billing statements, billing inserts, dialing plan changes, and information setting out rates, terms, and conditions of service in accessible formats. Telecom Decision Telecom Regulatory Policy CRTC 2017-11.

- VoIP providers must provide paper bills upon request and at no charge to customers with disabilities. Telecom and Broadcasting Decision CRTC 2022-28.
- VoIP providers must provide communications regarding 988 and the transition to 10-digit dialing in ASL and LSQ. Telecom Regulatory Policy CRTC 222-234.
- Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be made available, upon request, in print, large print, braille, audio format, electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities, or any other format that the person and the regulated entity agree upon and for which there is proof of the agreement. CRTC Accessibility Reporting Regulations, SOR/20211-160.
- Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be published in a way that meets WCAG guidelines. CRTC Accessibility Reporting Regulations, SOR/20211-160.