

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

## 2024 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. This 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 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:

- Additional efforts should be taken to train support staff on dealing with individuals with disabilities;
- RingCentral could improve in communicating out new accessibility features and improving support articles on accessibility features;
- RingCentral products could be improved by
  - Ensuring that all buttons, tabs, and texts are visible and legible when fonts are adjusted for those with low vision;

- Updating color contrast on specific features;
- Ensuring that all features can be accessed with those using a screen reader.

## **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. To that end, RingCentral has made the following progress over the past year:

The Benefits Team met with employees and RingCentral's third party leave and accommodation management vendor to discuss improvements in employee communication and education regarding the process for filing requests for accommodation and leaves. The information shared at this meeting is available to Canadian employees on RingCentral's internal intranet.

The Benefits Team has also developed a step-by-step document on how to file requests for leave and accommodation, as well as whom to contact for assistance or questions, which is also available on the intranet. RingCentral will 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**

As stated above, RingCentral has developed a step-by-step guide to filing a disability accommodation.

### **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. Over the past year, RingCentral has worked to incorporate accessibility by design into its products and has rolled out feature enhancements to make its flagship products easier to use with screen readers. RingCentral continues to audit new features of its administrative portal and online ordering platform to identify accessibility barriers so that those barriers can be triaged and addressed.

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

As mentioned above, over the past year, RingCentral has worked 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 partnered 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 provides its web design and communications teams with online courses and consultation sessions on accessibility-related issues.

## PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Over the past year, RingCentral has drafted an accessibility procurement plan and is continuing to work internally to finalize the plan and program

## 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.