



## INTELEPEER ACCESSIBILITY PLAN - PROGRESS REPORT JUNE 2024

### GENERAL

IntelPeer Cloud Communications, LLC (“IntelPeer” and “Company”) issues this Accessibility Plan – Progress Report in June 2024 to document how IntelPeer works to ensure that its services, systems, controls, materials and employment practices remove barriers to accessibility for persons with disabilities, and prevents the introduction of any such new barriers over the three year period. IntelPeer has completed, and publishes herein its annual review of the Plan based on the evolving needs of our customers and employees pursuant to Subsection 51(1) of the Accessible Canada Act and Section 29 of the of the Canadian Radio-television and Telecommunications Commission’s *CRTC Accessibility Reporting Regulations*.

IntelPeer remains committed to inclusion and equal opportunities for all, including persons with disabilities (defined below) such as impaired vision, hearing, speech, color perception, manual dexterity, reach and strength or cognitive skills, by providing services, as well as customer and work experiences, which are free of barriers. This Progress Report highlights our efforts to foster such inclusivity for the key areas outlined in our Accessibility Plan.

### UPDATES ON KEY AREAS

- Reviewed our existing processes, policies and procedures as part of the 2023 annual audit, and implemented a new HRIS.
- Made key employee information available on our new intranet webpage, including valuable resources for our Employee handbook, healthcare benefits, our Employee Assistance Program (EAP), our TrustLine, internal job postings, organizational chart and referral program.
- Reviewed relevant portions of our Diversity, Equity and Inclusion Policy to confirm the Policy sufficiently covered disability accessibility and published the Policy on our new intranet webpage.
- Introduced new management training (for new and existing managers) to include additional topics related to accessibility, including Inclusive Hiring, Overcoming Unconscious Bias, Introduction to the American Disabilities Act, Disability Diversity and Inclusive Performance Management in 2024.
- Supplemented our job postings to include all relevant occupational requirements in selection criteria expressly in each listing.
- Completed annual audit of the pre-employment tests and selection criteria to address any portions which could inadvertently exclude persons with disabilities.
- Planning to introduce a new employment candidate survey in August 2024 to obtain feedback.
- Maintained our accessibility page at <https://intelepeer.ai/accessibility> that includes an email where users can direct feedback to our organization ([accessibilityfeedback@intelepeer.ai](mailto:accessibilityfeedback@intelepeer.ai)).
- Solicited feedback on the usability and accessibility of our services and marketing materials from our Customer Advisory Board.



- Updated our brand guidelines to ensure our brand voice:
  - Uses more clear and concise to that any audience can easily understand the message.
  - Avoids using jargon in introductory content intended for a wide, general audience.
  - Strips away hyperbolic language means we value clarity above all else.
  - Uses industry jargon in the right context, such as product-focused and/or in-depth technical documents.
- Launched a new website in September 2023 based on the updated guidelines, which implements high contrast between foreground and background.
- Working on including images with alternative text onto our website.
- Incorporated the new approach from our updated guidelines in other channels and assets as well, including webinars, videos, portals, training, demos, and social media.
- Designing our new website bot in the coming months based on industry standards for accessibility.
- Researching the functionality of the AccessiBe tool we use on our website to see where we might improve or expand our use of that tool.
- Include on-page transcripts of all our video material, and are working to also include them in our product demonstrations.
- Removed all time limits on filling out our online forms to ensure each can be completed at any pace comfortable for the online user.
- Extended the testing cycle in order to include new products and a new version of our customer portal, which should conclude by the end of August 2024.

## CONCLUSION

IntelPeer welcomes all feedback regarding our practices generally, or this Plan in particular by contacting us pursuant to the accessibility feedback process published on June 1, 2022. To date IntelPeer has received no reports from its customers, partners or members of the public regarding concerns about the accessibility of its services, systems, controls, materials and employment practices by persons with disabilities. Incorporating feedback from persons with disabilities as received will be instrumental in shaping our continued efforts towards ensuring the development, implementation and operation of accessible solutions, which would include removing any barriers and making available necessary accommodations for any evolving needs.