

8x8 Accessibility Progress Report

Reporting Period: June 2025 – May 2026

Filed pursuant to the Accessible Canada Act and CRTC Accessibility Reporting Regulations

Organization	8x8, Inc.
Regulatory Class	B2/T2
Reporting Period	1 June 2025 – 31 May 2026
Filing Deadline	1 June 2026
Accessibility Contact	Kit Sparrow, Accessibility Team accessibility@8x8.com +1 888 670 1446

This Progress Report is filed by 8x8, Inc. pursuant to the Accessible Canada Act (ACA) and the CRTC Accessibility Reporting Regulations. It describes progress made during the period 1 June 2025 to 31 May 2026 in implementing the commitments set out in 8x8's Accessibility Plan.

8x8 is committed to ensuring that everyone can communicate using our voice, video, chat, and contact centre offerings. Our mission is to build a culture of understanding and empathy, and to ensure our services are accessible to all.

Section 1: Identification and Removal of Barriers

Pursuant to subsection 51(1) of the Accessible Canada Act

This section describes 8x8's policies, programs, practices, and services relating to the identification and removal of barriers, and the prevention of new barriers, during the reporting period. Progress is reported against each barrier and set of actions identified in 8x8's Accessibility Plan.

Status Key

Completed	Active work underway	Scheduled for next period	Not yet started
Completed	In Progress	Planned	Pending

Area 1 – Employment

The employment area ensures that candidates and employees with disabilities are supported throughout the entire employment lifecycle.

Barrier 1: Competition for employees and a need to hire from underrepresented populations, such as persons with disabilities

Area: Employment

Action	Status	Progress Notes
Enhance careers section of website to increase visibility for people with disabilities	In Progress	<i>The web team is working to improve WCAG compliance of the career portal, include disability-inclusive imagery, and to publish an accommodation statement.</i>
Educate hiring managers on accessibility and creating a barrier-free hiring process	In Progress	<i>General accessibility training developed by our internal IAAP certified experts is available for all employees and completion rate across the organization is 10%. Hiring manager specific training is currently under consideration with HR.</i>
Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices	Pending	<i>Benchmarking exercises are planned for the future.</i>

Area 2 – Built Environment

The built environment area ensures that workspaces are accessible for all employees and visitors.

Barrier 2: Office spaces need to be continually revisited to ensure they are fully accessible and welcoming for all employees and visitors

Area: Built Environment

Action	Status	Progress Notes
Automate door openers in primary pathways	Planned	The accessibility team is in contact with property management for the Ottawa office regarding the installation of automated doorways.
Establish an advisory committee to provide feedback on design changes and prioritize completion	Pending	An advisory committee for the feedback of accessible built environment areas will be formed in the future.

Barrier 3: Safety signage should be improved to be more accessible for people with low vision

Area: Built Environment

Action	Status	Progress Notes
Install signs with tactile and Braille text in key locations	In Progress	In the general building where the Ottawa office is located, braille is available for inside elevators 1 and 2 indicating all 5 floors. The accessibility team is in contact with property management for the Ottawa office regarding additional signs with tactile and Braille text in key locations in 8x8's internal suite.
Include tactile walking surface indicators to warn of hazards	Planned	The accessibility team is in contact with property management for the Ottawa office regarding tactile walking surface indicators to warn of hazards.

Area 3 – Information and Communication Technologies (ICT)

This area covers tools used to send, store, create, share, or exchange information, including 8x8's own communications platform.

Barrier 4: The IT team needs ongoing training in accessibility technology to ensure they can handle all requests

Area: Information and Communication Technologies

Action	Status	Progress Notes
Train IT employees on accessibility and how to assist persons with disabilities	Pending	IT-specific training is under consideration. General accessibility training developed by our internal IAAP certified experts is available for all employees. Completion rate across the organization is 10%.
Promote end-user training on using accessibility features in programs	Pending	Promotion of end-user training on using accessibility features in programs to be done.
Develop guidance documents for accessibility features (screen magnification, closed captioning, etc.)	Complete	Internal guidance documents on accessibility features such as screen magnification, text resizing, screen readers, and voice command software can be found on the internal Oxygen component library website (accessible via VPN).
Create accessibility checklists for employees involved in building or procuring IT	In Progress	8x8's 3-Layer Accessibility Testing Guide hosted in Coda provides a checklist at multiple points in the development process through linters, context-driven code reviewers, and manual testing. VPAT requirements have been added to the procurement decision process but are not yet formally published.

Barrier 5: We need to continuously check tools and software to assess their accessibility capabilities

Area: Information and Communication Technologies

Action	Status	Progress Notes
Inventory IT systems to measure accessibility capabilities	Pending	IT systems inventory to be completed. 8x8 uses 500 - 600 suppliers.
Gradually introduce new accessibility features to IT systems	Pending	New accessibility features will be introduced to IT systems.

Barrier 6: Assess the accessibility of meeting space technologies to ensure all team members can fully participate

Area: Information and Communication Technologies

Action	Status	Progress Notes
<p>Review and enhance technology in meeting spaces to ensure high accessibility</p>	<p>In Progress</p>	<p><i>Our primary meeting spaces, 8x8 Work and 8x8 Mobile, are reviewed for accessibility compliance on each release. VPATs are updated annually.</i></p> <p><i>In 8x8 Work, across 10 accessibility epics, 63 issues were resolved between June 2025 and May 2026. Five module-level epics (Messaging, Classic Calls, Frontdesk, Sales, Call Queues) closed together on 2025-07-22 as part of the VPAT deliverable, after which work consolidated under the accessibility epic (VOD-32866).</i></p> <p><i>Completed work covered: a px-to-rem font-size sweep across Settings, What's New, Search, Fax, Frontdesk, Send Feedback, Contacts, and Messaging; 200% zoom fixes for Call Using and Greetings device pickers, Frontdesk filter and A-Z bar, Profile menu, notification Badge, and list overflow; keyboard navigation improvements in the messaging conversation (two parts) and the Frontdesk alphabet picker; aria-live announcements for search results, refresh status, pin/unpin, and reactions; semantic HTML fixes; contrast fixes in Frontdesk, Call Queues, and the Emoji Picker; captions for the Call Queues demo video; and alt text for the new-messages image.</i></p> <p><i>Two newer initiatives are now the active focus. The Next Gen Chat epic (VOD-34399, opened Dec 2025) has delivered 7 issues — aria-live for pin/reaction actions, Emoji Picker contrast and selected-state, and a Chalet API bot flag. The Layer 2/3 automation epic (OX-3989) has onboarded Work Web, Work App Settings, and the Interaction Detail MFE to eslint-plugin-jsx-a11y and the shared Playwright + Axe scan repo.</i></p> <p><i>As of May 2026, all active accessibility work is on Next Gen Chat or automation coverage.</i></p>
<p>Report ways to improve accessibility in meetings and collaborative spaces</p>	<p>In Progress</p>	<p><i>The 2025 VPAT for 8x8 Work found that enhancements could be made to fix remaining gaps in keyboard accessibility; ensure all user interface components have a programmatically determinable name, role, and value, and correctly report any changes in their state or value; guarantee that status messages (e.g., toasts) are reliably</i></p>

Action	Status	Progress Notes
		<i>announced; implement the ability to provide or add audio descriptions for prerecorded content; provide a mechanism for users to correct the automatically generated transcripts for voicemails and call recordings; fix instances of insufficient contrast; and resolve issues where content does not reflow correctly at 400% zoom.</i>

Area 4 – Communication (Other Than ICT)

Organizations must provide barrier-free access to all communications produced for the public, clients, and employees.

Barrier 7: Assess communication by providing alternate formats in a timely manner

Area: Communication (Other Than ICT)

Action	Status	Progress Notes
Identify and contract service providers for alternate formats	Complete	<i>Requests for Braille printing will be fulfilled through Terra Reproductions located at 2000 Thurston Drive Unit 35, Ottawa ON K1G 4K7. The internal accessibility team can provide large print, audio, as well as accessible documents, presentations, and spreadsheets.</i>
Prepare standard resources in alternative formats for immediate distribution upon request	Pending	<i>List of documents to be prepared in alternative formats, request-and-fulfilment process and typical turnaround time to be done.</i>
Commit to providing alternate formats within Accessible Canada Regulations timelines	Pending	<i>SLA/turnaround policy to be documented and communicated internally in the near future.</i>

Area 5 – Procurement of Goods, Services, and Facilities

This area ensures accessibility is considered from the start of the procurement process.

Barrier 8: Procurement procedures should include accessibility criteria

Area: Procurement

Action	Status	Progress Notes
Update procurement procedures to include accessibility checks	In Progress	Procurement procedures are in the process of being updated as of May 2026 to include accessibility checks.
Include accessibility requirements in procurement templates to inform vendor selection	In Progress	Templates are being updated as of May 2026 to request documentation for accessibility compliance from new vendors. We will be retroactively requesting these documents from existing vendors over time.
Ensure vendors comply with the Accessible Canada Act	In Progress	Our procurement process requires vendors to submit a VPAT version 2.2 or later, which includes WCAG 2.1 success criteria. In the absence of a VPAT, we will also consider an attestation from a third-party accessibility consulting company, but a VPAT is highly preferred. Additionally, if there are any Success Criteria in the VPAT marked as "Partially Supports" or "Does Not Support", we request a roadmap/timeline of when accessibility deficiencies will be resolved.

Area 6 – Design and Delivery of Programs and Services

Accessibility must be part of the process when designing and delivering programs and services.

Barrier 9: Need for a standard approach to ensure all programs, processes, and services consider accessibility

Area: Design and Delivery of Programs and Services

Action	Status	Progress Notes
Create a cross-departmental forum to review programs, processes, policies, and services	Complete	8x8's cross-departmental forum meets monthly and includes members from R&D, legal, IT, HR, marketing, and support. See "Cross-Departmental Accessibility Forum" section for details on issues reviewed during this period.
Develop and promote guidelines on applying an accessibility lens to policies, programs, and services	In Progress	Development-specific guidelines were distributed during All Hands meetings, through communication channels (email and

Action	Status	Progress Notes
		<i>chat), and through “Tech Village” training sessions throughout the reporting period. Additional guidelines on applying an accessibility lens to policies, programs, and services outside of R&D will follow.</i>
Reference accessibility checklists (A11y Project, WebAIM) to ensure key considerations are met	Complete	<i>8x8’s 3-Layer Accessibility Testing Guide for developers is hosted in Coda and provides a checklist based on WCAG at multiple points in the development process through linters, context-driven code reviewers, and manual testing. Usage of this guide is encouraged for all new and existing projects.</i>
Provide training on accessibility for those developing programs, processes, and procedures	In Progress	<i>Training on the 3-Layer Accessibility Testing guide will be released in the coming weeks to all members of R&D.</i>

8x8 Platform and Product Accessibility

In addition to the nine barriers identified above, 8x8 has continued to advance accessibility within its core communications products during the reporting period.

WCAG 2.1 Level AA Conformance

8x8's most commonly used user interfaces continue to target WCAG 2.1 Level AA conformance. During the reporting period, accessibility improvements included ongoing enhancements to keyboard navigation, colour contrast ratios, zoom functionality, screen narrator compatibility, and voice command software support.

The following products had updated VPAT documentation during the reporting period:

- 8x8 Work
- 8x8 Mobile
- 8x8 Agent Workspace
- 8x8 Supervisor Workspace

8x8 Meet Video Conferencing

8x8 Meet continued to offer closed captions for real-time audio-to-text display and detailed transcriptions with timestamps. Please see Barrier 6 for more information on enhancements.

Poly Desktop Devices

8x8's Poly desktop devices remain hearing-aid compatible and continue to comply with FCC Section 508 and EN 301 549 standards.

No additional improvements were made to Poly hardware or firmware during the reporting period.

IAAP Certifications and Internal Capacity

During this period we added 2 IAAP certificants in CPACC. The total number of IAAP certificants across the organization is 5 (4 CPACC, 1 CPWA). General accessibility training developed by our internal IAAP certified experts is available for all employees and completion rate across the organization is 10%. Additional mandatory training for front-end developers has a completion rate of 53%.

Section 2: Consultation with Persons with Disabilities

Pursuant to subsection 53(4) of the Accessible Canada Act

This section describes the manner in which 8x8 consulted persons with disabilities in the preparation of this Progress Report and in advancing its accessibility commitments during the reporting period.

Approach to Consultation

8x8 is committed to consulting meaningfully with persons with disabilities on an ongoing basis. Consultation informs both the design of our products and services and our internal accessibility practices. During this reporting period, consultations took the following forms:

Usability Studies

8x8's last usability study was in 2024 with three users with disabilities from one of our non-profit customers. It was focused on feedback for the 8x8 Work desktop and 8x8 Mobile applications. All users were visually impaired and accessing the applications with various screen readers.

The following barriers were identified, which have all since been addressed:

- **Call Transfer Issues:** The most significant barrier identified was the inability to transfer calls using screen readers. This forces representatives to take messages and ask other employees to call customers back, which hinders their efficiency.
- **Messaging and Texting:** Users reported difficulties with the messaging interface, noting that it was tricky to use on the desktop application and contains many unlabeled buttons.
- **Voicemail Management:** Accessing, replaying, and deleting voicemails on the desktop app was difficult with JAWS but more manageable with NVDA. On mobile, one user noted that audio "ducts" to a lower volume when navigating the voicemail tab, interfering with navigation.
- **Lack of Announcements:** The software often failed to announce view changes (e.g., switching from the call screen to the messaging screen), requiring users to "just know" that something has happened.

There were no further usability studies conducted during the reporting period (1 June 2025 – 31 May 2026), although 8x8 did attempt to engage with public sector clients in the United Kingdom for further studies with people with disabilities.

Stakeholder and Subject Matter Expert Engagement

As 8x8 has internally trained, IAAP certified subject matter experts for auditing, consultations were focused around acquiring tooling to improve testing workflows.

8x8 partnered with multiple accessibility consulting companies during this period specifically for tooling, including Deque and Vispero (formerly TPGi). Acquired tools included Axe Developer Hub, Axe Mobile, Axe Assistant, and the ARC Dashboard. Questions and feedback for procured tools occurred at least once per quarter involving potential false positives and bugs found in the tools.

Internal Employee Consultation

Internal IAAP certified subject matter experts hosted two Accessibility Empathy Lab days in the Cluj and London offices to spread awareness, which included employees with disabilities who shared their feedback and stories. Of particular note was feedback regarding color contrast and zooming/font size capabilities for employees with low vision. Each lab had between 40 to 100 participants total with several employees with disabilities in attendance.

Cross-Departmental Accessibility Forum

8x8 has a cross-departmental monthly accessibility forum held on the last Thursday of each month. Topics reviewed included European Accessibility Act compliance, Global Accessibility Awareness Day (GAAD) activities and promoted training, AI and vendor evaluations, new tools and automation, and product and project updates. Employees with lived experience of disability are in attendance and encouraged to attend.

How Consultation Informed This Progress Report

Feedback from internal employee consultations on low vision—specifically regarding color contrast and zooming—aligned with the findings of the 2025 VPAT for 8x8 Work and reinforced the product priorities identified under Barrier 6. Furthermore, engagement with external consultants, such as Deque and Vispero, led to the procurement of advanced tools like Axe and the ARC Dashboard, which are being used to prioritize the improvement of internal testing workflows. Finally, the inclusion of barriers identified and subsequently addressed from the 2024 usability study (concerning Call Transfer, Messaging, and Voicemail) demonstrates 8x8's ongoing commitment to resolving user-reported issues and ensuring meaningful progress in accessibility.

Section 3: Feedback Received and Consideration

Pursuant to subsection 53(5) of the Accessible Canada Act

This section describes the feedback received by 8x8 through its accessibility feedback process during the reporting period, and how that feedback was taken into consideration.

Feedback Channels

8x8 provides multiple channels through which individuals may submit accessibility feedback:

- Email: accessibility@8x8.com
- Phone: +1 888 670 1446
- Web form (anonymous submissions accepted): available at 8x8.com

Kit Sparrow of 8x8's Accessibility Team is responsible for managing and responding to accessibility feedback.

Feedback Received During the Reporting Period

Channel	Items Received	Category of Concern	How Taken into Consideration
Email	0	N/A	N/A
Phone	0	N/A	N/A
Web Form (anonymous)	0	N/A	N/A

Summary of How Feedback Was Taken into Consideration

No feedback was received through any channel.

Filing Information and Contact

Publication

This Progress Report will be published on 8x8's website, accessible from the homepage by hyperlink, in accordance with sections 14 and 30 of the CRTC Accessibility Reporting Regulations. The electronic publication meets WCAG 2.1 Level AA requirements. The report will be published at 8x8.com/accessibility.

Notification to the CRTC

Following publication, 8x8 will notify the CRTC through My CRTC Account, providing the URL of this Progress Report, pursuant to sections 14 and 30 of the Regulations.

Accessibility Feedback

Persons wishing to provide feedback on accessibility barriers encountered with 8x8's products or services may contact:

Contact Person	Kit Sparrow, Accessibility Team
Email	accessibility@8x8.com
Phone	+1 888 670 1446
Anonymous Web Form	Available at 8x8.com

8x8, Inc. | accessibility@8x8.com | +1 888 670 1446 | 8x8.com

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