8x8

8x8 Accessibility Plan

8x8 is committed to ensuring that everyone can communicate using our voice, video, chat, and contact center offerings.

We are dedicated to meeting the WCAG 2.1 AA standard across our platform, with our most commonly used user interfaces already compliant. This ongoing effort includes:

- Supporting keyboard navigation
- Contrast adjustments
- Zoom functionality
- Screen narrators
- Voice command software

We will periodically update our Voluntary Product Accessibility Template (VPAT) documentation to maintain transparency in our compliance efforts.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) define requirements for designers and developers to improve accessibility for people with disabilities. WCAG has three levels of conformance: Level A, Level AA, and Level AAA.

Our products have achieved significant alignment with WCAG 2.1 Level AA standards, ensuring a high level of accessibility. While most of our products meet these standards, we are continually working to fully align all aspects of our products with the accessibility guidelines.

Our Accessibility Commitment

Our products are partially conformant with WCAG 2.1 Level AA. And our devices Comply with FCC Section 508 and EN 301 549 standards

Building Internal Capacity

To stay ahead of legal requirements and best practices, we are:

- Expanding our internal expertise by certifying more employees through the International Association of Accessibility Professionals (IAAP)
- Providing mandatory accessibility training for all employees

Poly Desktop Devices

Our Poly desktop devices are Hearing Aid Compatible (HAC) and comply with FCC Section 508 and EN 301 549 standards. Standard accessibility features on Poly phones include:

- Visual alerts
- Customizable backlighting (LCD models only Adjustable ring tone and volume
- Visual ringing (certain VVX models)
- Hearing-aid compatibility
- Tactile "5" key with raised bumps

Additional features, such as TTY support and the Poly Desktop Connector application, may require further configuration. Third-party vendors may provide optional items to address specific disabilities or conditions.

Enhanced Accessibility Recommendations

For enhanced accessibility, we recommend improvements to:

- Interoperability with screen readers like JAW
- Keyboard navigation
- User interfaces for color-related challenges

8x8 Meet Video Conferencing

The 8x8 Meet video conferencing solution includes:

- Closed captions for real-time audio-to-text display
- Detailed transcriptions with timestamps

Commitment to Accessibility

Our mission is to build a culture of understanding and empathy, ensuring our services are accessible to all through the following actions:

Consultations

8x8 has and will continue to consult with persons with disabilities when developing our products and services. These consultations will take the form of usability studies conducted internally and ongoing engagement with stakeholders and subject matter experts.

Other actions include:

Prevention of barriers

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.

Actions:

- Enhance the careers section of our website to increase visibility for people with disabilities
- Educate hiring managers on accessibility and creating a barrier-free hiring process
- Benchmark current recruitment, selection, and onboarding practices against leading accessibility practices.

Build Environment

The "built environment" area ensures that workspaces are accessible for all.

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

Actions:

- Automate door openers in primary pathways.
- Establish an advisory committee to provide feedback on design changes and prioritize completion.

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

Actions:

- Install signs with tactile and Braille text in key locations.
- Include tactile walking surface indicators to warn of hazards, like the tops of stairways.

Information & Communication Technologies

"Information and communication technologies" include tools used to send, store, create, share, or exchange information.

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

Actions:

- Train IT employees on accessibility and how to assist persons with disabilities.
- Promote end-user training on using accessibility features in programs.
- Develop guidance documents for accessibility features, like screen magnification and closed captioning.
- Create accessibility checklists for employees involved in building or procuring IT.

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

Actions:

- Inventory IT systems to measure accessibility capabilities.
- Gradually introduce new accessibility features to IT systems.

Barrier #6: Assess the accessibility of the meeting space technologies to ensure all team members, regardless of ability, can fully participate.

Actions:

- Review and enhance technology in meeting spaces to ensure high accessibility.
- Report ways to improve accessibility in meetings and collaborative spaces.

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.

Actions:

- Identify and contract service providers for alternate formats.
- Prepare standard resources in alternative formats for immediate distribution upon request.

- Commit to providing alternate formats promptly and within Accessible Canada Regulations, such as:
  - Print
  - Large print
  - Braille
  - Audio
  - Electronic formats compatible with adaptive technology

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.

Actions:

- Update procurement procedures to include accessibility checks.
- Include accessibility requirements in procurement templates to inform vendor selection.
- Ensure vendors comply with the Accessible Canada Act.

Design and Delivery Of Programs & 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.

Actions:

- Create a forum with employees from various departments to review and provide feedback on all programs, processes, policies, and services.
- Develop and promote guidelines on applying an accessibility lens to company policies, programs, and services.
- Reference accessibility checklists (e.g., A11y Project, WebAIM) to ensure key considerations are met.
- Provide training on accessibility for those developing programs, processes, and procedures.

Transportation

Consider developing an accessibility transportation plan for employee needs, though transportation standards are not in the scope of this plan. Transportation refers to people, not goods (e.g., buses or airplanes).

Feedback

We welcome your feedback. Please let us know if you encounter any accessibility barriers with our products or services. Kit Sparrow of our Accessibility Team is responsible for managing responses to feedback.

You can provide feedback via:
- Phone: +1 888 670 1446
- E-mail: accessibility@8x8.com

Feedback can be submitted anonymously via the web form.