



# Telecommunications Accessibility Plan Progress Report

For the University of British Columbia (UBC)

June 1, 2025

## General

This progress report includes updates on the implementation of the Telecommunications Accessibility Plan as per the Accessible Canada Act (ACA) and Accessible Canada Regulations (ACR).

The initial Telecommunications Accessibility Plan can be accessed on the main UBC IT website. To navigate to the relevant page, you can follow one of the following paths:

1. By visiting [www.it.ubc.ca](http://www.it.ubc.ca), clicking the “Services” menu, selecting “Telephones” in the “Email, Voice & Internet” section, and then “Accessibility Feedback Process” under the “Additional Information” section.
  - <https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process>
2. By visiting any branded UBC websites that are using UBC’s Common Look-and-Feel headers and footers. There is an “Accessibility” link in the footer which will take you to a page where “Telecom Accessibility” is listed as a quick link on the right.
  - <https://www.ubc.ca/accessibility>

These options are fully documented along with screenshots in the Telecommunications Accessibility plan. The plan also includes information on UBC’s Accessibility Policies, Programs, Practices and Services, feedback options, consultation plans and key dates.

## Feedback

Options for providing feedback have been published on the Accessibility Feedback website noted at the top of this Progress Report document: <https://it.ubc.ca/services/email-voice-internet/telephones/accessibility-feedback-process>

Despite these published contact methods (Email, Phone, Webform or Mail), the UBC Voice team has yet to receive any feedback since publishing these a few years ago. The team tests these contact mechanisms to ensure that they continue to function.

The team is currently engaged with the UBC Centre for Workplace Accessibility and will use this avenue as a means to gather and collect additional information on how best to serve the accessibility needs of the UBC community.

## Consultations

In February 2024, the UBC Voice team had an initial meeting with representatives at UBC’s Centre for Workplace Accessibility (CWA). More information on this group can be found here: <https://hr.ubc.ca/health-and-wellbeing/workplace-accessibility/centre-workplace-accessibility>



Initial discussions focused on whether the accessibility features embedded in existing telephone hardware would satisfy the accessibility needs of the UBC community. Both parties were interested in continuing discussions and pursuing options for testing accessibility features related to UBC's Voice service.

In early May 2024, the UBC Voice team met and supplied test devices to the UBC Centre for Workplace Accessibility. The intention was to test and validate the available features of these phone sets, and the CWA offered to acquire additional hardware to test additional functionality that is not bundled with current phone sets.

In April and May 2025, UBC's Voice Services team reached out to UBC's Centre for Workplace Accessibility (CWA) to follow up on previous consultations, offered assistance and provided additional documentation for review and testing purposes. The team also provided recommendations for amplifiers and headsets for testing purposes.

**Cisco 8800 Series Accessibility Documentation:**

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cuipph/AccessibilityFeatures/8800-series/P881\\_BK\\_A8830007\\_00\\_accessibility-features-8800-series.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/AccessibilityFeatures/8800-series/P881_BK_A8830007_00_accessibility-features-8800-series.html)

It is important to note that since COVID-19 (March 2020), the reliance on telephone services has drastically declined as many have turned their attention towards online video conferencing services and tools that supported remote work. Most of these tools have embedded accessibility features such as live captions, transcription, visual aids and so on. In many cases, accessibility features are also built into operating systems, improving the level of accessibility of these tools over the traditional telephone service. In fact, there was an indication that the requirement for traditional phone service was negligible.

UBC's adoption of Microsoft 365 has grown substantially in recent years. Features like LiveCaptions and Transcription features are already enabled, and privacy impact assessments are currently underway for premium tools such as Teams Premium and Microsoft Copilot for M365 which both offer meeting recap capabilities. The CWA will be included in future proof-of-concept initiatives once these services are ready for testing.

**Other Progress (Employment, The Built Environment, Information and Communication Technologies, Communication, The Procurement of Goods, Services and Facilities, The Design and Delivery of Programs and Services, Transportation)**

Please note that this Telecommunication Accessibility plan is focused on the accessibility requirements pertaining to Voice services.

The UBC Equity and Inclusion Office is responsible for developing an Accessibility Plan for the UBC Campus in alignment with the Accessible BC Act. More information on the progress of that plan can be found here: <https://equity.ubc.ca/resources/accessibility-hub/accessibility-plan/>



## Publication

The Telecommunications Accessibility Plan and subsequent progress reports are posted based on the following schedule:

- **Feedback process and description:** by 1 June 2022
- **Initial accessibility plan:** by 1 June 2023
- **First progress report:** by 1 June 2024
- **Second progress report:** by 1 June 2025

The cycle repeats for subsequent accessibility plans and progress reports.