



Headquarters

936 B 7th Street #122
Novato, CA 94945
office: 415-493-2200
fax: 415-598-2108

CRTC Accessibility Feedback Process

Introduction

Intellectrace, Inc. is committed to ensuring that all individuals, regardless of their abilities, have access to our telecommunications services. We value your feedback on any accessibility issues you encounter. This document outlines the process for submitting accessibility feedback and the steps we take to address it.

How to Provide Feedback

Online

You can provide feedback through our online feedback form available on the Intellectrace website. Please visit <https://www.intellectrace.com/IntellectraceAccessibilityFeedbackForm> and fill out the required fields.

Email

You can send your feedback via email to our dedicated accessibility support team at accessibility@intellectrace.com. Please include as much detail as possible about the issue you are experiencing.

Phone

You can provide feedback by calling our accessibility support 1-800-618-5877 option 3. Our support team is available Monday to Friday, from 9 AM to 5 PM PST.

Postal Mail

You can send your feedback by postal mail to the following address:

Intellectrace, Inc.
CRTC Accessibility Feedback
936B 7th Street
No 122
Novato, CA 94945
USA

Information to Include

When providing feedback, please include the following information to help us address your concerns more effectively:

- Your contact information (name, email, phone number)
- Description of the accessibility issue
- Date and time the issue occurred
- The platform or service where the issue was encountered (e.g., website, phone service, etc.)
- Any steps you have taken to resolve the issue yourself



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Acknowledgement:

- Upon receiving your feedback, we will acknowledge receipt within two business days. You will receive a confirmation email or phone call.

Investigation

- Our accessibility support team will investigate the issue. This may involve collaborating with relevant departments or external partners to understand the root cause and potential solutions.

Resolution

- We aim to resolve accessibility issues promptly. Depending on the complexity of the issue, resolution times may vary. We will keep you informed of our progress and any actions taken to address your feedback.

Follow-up

- Once the issue is resolved, we will follow up with you to ensure that the solution meets your needs and that you are satisfied with the outcome.

Commitment to Improvement

Intellectrace, Inc. is dedicated to continuous improvement in accessibility. We regularly review feedback and identify trends to enhance our services and ensure compliance with accessibility standards and regulations.

Contact Us

If you have any questions about our accessibility feedback process or need assistance, please contact us at accessibility@intellectrace.com or call 1-800-618-5877 option 3.

Thank you for helping us make our services more accessible for everyone.