



Headquarters

936 B 7th Street #122
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office: 415-493-2200
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Intellectrace, Inc. 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 of submitting accessibility feedback and the steps we are taking to address the contents.

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.

E-mail

You can send your feedback via email to our dedicated accessibility support team at accessibility@intellectrace.com. Please include "**Attention Dave Ranghiasi**" in your message and 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. Dave Ranghiasi's direct number is: 707-345-1396

Mail

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

Intellectrace, Inc.
Accessibility Feedback
Attn: Dave Ranghiasi
936B 7th Street
No 122
Novato, CA 94945
USA



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Information to Include

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

- Your contact information (Name, E-mail, Phone Number)
- Detailed 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

Feedback Process

1. **Acknowledgement:** Upon receiving your feedback, we will acknowledge receipt ***within two business days***. You will receive a confirmation email or phone call.
2. **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 determine potential solutions.
3. **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.
4. **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.

Confidentiality Notice:

All information and feedback submitted will be kept confidential and used solely for the purpose of reviewing and addressing accessibility-related concerns.

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