

VERIZON CANADA

ACCESSIBILITY PLAN 2024-2027

June 1, 2024

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I. GENERAL

A. Application

1. This Accessibility Plan has been prepared in accordance with the requirements of the [Accessible Canada Act](#) and its regulations ([ACA](#)). This Accessibility Plan applies to Verizon Canada Ltd. (Verizon Canada).
2. Verizon Canada has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities.
3. Our Accessibility Plan and a description of our accessibility feedback process are available in the following alternate formats upon request: print, large print, braille, audio format, electronic format, or other agreed-upon formats.
4. You can provide accessibility feedback (including feedback on this plan) or request an alternate format of our Accessibility Plan or description of our feedback process in a number of ways, including by (i) e-mail at AODA@VERIZON.COM; (ii) by phone at 416-933-6500; or (iii) by mail at Verizon Canada ACA, 1 Adelaide Street East, Suite 2400, Toronto, Ontario, M5C 2V9.

5. The person responsible for receiving accessibility feedback at Verizon Canada is the Regulatory Counsel.
6. Feedback can be provided anonymously.

B. Principles of the ACA

7. In preparing this Accessibility Plan, we have taken into account the principles set out at section 6 of the [ACA](#), reproduced below:

6 This Act is to be carried out in recognition of, and in accordance with, the following principles:

all persons must be treated with dignity regardless of their disabilities;

all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;

all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;

laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;

persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and

the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

C. Verizon Canada Overview

8. Verizon Canada provides telecommunications services and solutions for enterprise customers, including local voice, private and public IP addresses, customer premise equipment, IoT connectivity, managed network, professional and security services, data centre and colocation services, and other related services. Verizon Canada does not serve individual consumers. Verizon Canada

does not provide mobile services or residential internet access. More information about the nature of Verizon Canada's business is available at <https://www.verizon.com/business/en-ca/support/>

9. Enterprise customers often require a complex and specialized suite of services and negotiate specific terms and packages to tailor their contractual arrangements to their specific needs. Beyond our overarching commitment to accessibility, discussed below, our enterprise solutions may be custom designed to address the specific accessibility needs identified by our enterprise customers, as agreed upon.

D. Verizon Canada Accessibility Statement

10. Verizon Canada is part of Verizon Communications and adopts the company's Accessibility Statement to the extent applicable to the enterprise services provided by Verizon Canada, as reproduced below.

Verizon's Accessibility Statement

Increasing access.

We want to make sure that every customer has the chance to get the very most from their Verizon digital experience. Accessing the products and services we offer online should be an easy, rewarding, and satisfying experience. That is why we are committed to making our digital space accessible for customers of all abilities.

Optimizing your experience.

To optimize the digital experience for all of our customers, we strive to meet the online accessibility standards recommended by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines (WCAG) 2.1 AA. We take a number of steps to attempt to meet or exceed those standards:

We utilize various assistive technology across desktop, tablets, mobile devices, and in-store to test against the WCAG 2.1 AA accessibility guidelines.

We work with our Advocates for Disability, Accessibility, Neurodiversity, and Caregiver Empowerment (ADVANCE) resource group, as well as industry partners, to remain informed about accessibility issues and to improve user experiences.

We have a diverse and inclusive team of accessibility professionals who are continuously working to make each customer's digital experience the best it can be.

Improving constantly.

Our commitment to accessibility doesn't stop. We continue to assess and reassess our content to create a more accessible user experience across our digital spaces.

II. CONSULTATIONS

11. Based on feedback received, Verizon Canada will work directly with its enterprise customers to identify accessibility barriers experienced by the enterprise customers' users based on their types of disabilities.

III. INFORMATION AND COMMUNICATION TECHNOLOGIES

12. Verizon Canada endeavours to keep pace with technology advancements to identify accessibility barriers found in its websites and in the services provided to enterprise customers.
13. As noted in our Accessibility Statement, we strive to meet the WCAG 2.1 AA accessibility guidelines for our websites.

IV. THE PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

14. Verizon Canada endeavours to ensure its procurement practices address accessibility procurement barriers, expectations and requirements for services provided to enterprise customers. We strive to ensure that the goods and services we procure meet the accessibility needs identified by our enterprise customers.

V. THE DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

15. Verizon Canada aims to improve the accessibility of services to address any barriers that our enterprise customers' users may face.

VI. COMMUNICATION, OTHER THAN ICT (INFORMATION AND COMMUNICATION TECHNOLOGIES)

16. Verizon Canada aims to improve documents and materials that promote its services in a way that meets the accessibility needs of enterprise customers.

VII. CONDITIONS UNDER SECTION 24 OR 24.1 OF THE *TELECOMMUNICATIONS ACT* AND PROVISIONS OF ANY REGULATIONS MADE UNDER THE *TELECOMMUNICATIONS ACT*

17. As required by section 51(1) of the [ACA](#), outlined below are:
 - (a) Paragraph 51(1)(b) requirements: the conditions of service applicable to Verizon Canada pursuant to section 24.1 of the [Telecommunications Act](#) that relate to the identification and removal of barriers and the prevention of new barriers; and
 - (b) Paragraph 51(1)(c) requirements: the relevant provisions of any regulations made under the [Telecommunications Act](#) that relate to the identification and removal of barriers and the prevention of new barriers.
18. Although Verizon Canada is not a Wireless Service Provider, an Internet Service Provider subject to the Internet Code, or a local exchange carrier, Verizon Canada seeks to provide an accessible customer experience that meets or exceeds the requirements and expectations set in [Broadcasting and Telecom Regulatory Policy CRTC 2009-430](#), *Accessibility of telecommunications and*

broadcasting services and [Telecom and Broadcasting Decision CRTC 2022-28](#), *When and how communications service providers must provide paper bills*. To this end, Verizon Canada:

- (a) strives to make customer service functions that are available solely over our websites accessible;
 - (b) endeavours to engage with its third-party provider of call centre services about accessibility, accommodations and plans for training customer service representatives to handle questions from persons with disabilities and familiarizing customer service representatives with accessible services;
 - (c) provides bills, bill inserts, and information setting out the rates, terms and conditions in alternative accessible formats, such as in braille or large print, on request, to enterprise customers who self-identify as people with a visual disability; and
 - (d) upon request, Verizon Canada will provide paper bills at no charge to enterprise customers who self-identify as a person with a disability.
19. As noted above, upon request, Verizon Canada will also make available accessibility plans, progress reports, and descriptions of feedback processes published under the [ACA](#) in print, large print, braille, audio format, electronic format that is compatible with adaptive technology that is intended to assist enterprise customers who self-identify as persons with disabilities, or any other format that the enterprise customer and Verizon Canada agree upon.
20. Verizon Canada will ensure that accessibility plans, progress reports, and descriptions of feedback processes published under the [ACA](#) are published in a way that meets the applicable WCAG guidelines.

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