

FIRST PROGRESS REPORT

VERIZON CANADA

ACCESSIBILITY PLAN 2024-2027

Version 1, 21 May 2025

Version 2, revised 16 March 2026

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I. GENERAL

A. Introduction

1. The Verizon Canada Ltd. (“**Verizon Canada**”) Accessibility Plan 2024-2027 (“**Accessibility Plan**”) has been prepared in accordance with the requirements of the [Accessible Canada Act](#) and its regulations (“**ACA**”). This First Progress Report describes the steps taken by Verizon Canada between June 1, 2024 and May 30, 2025, to implement the commitments outlined in its Accessibility Plan.

B. About Verizon Canada

2. 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 services. More information about the nature of Verizon Canada’s business is available at <https://www.verizon.com/business/en-ca/support/>

II. CONSULTATION

A. Manner of Consultation

3. Our enterprise customers require specialized services and tailored contractual arrangements. Verizon Canada will consult directly with its enterprise customers, as needed, to understand their accessibility needs and to identify and address accessibility barriers experienced by their users. These consultations help Verizon Canada provide customized solutions and assess the impact of its accessibility efforts as it implements the objectives of its Accessibility Plan.

B. Feedback Information

4. Verizon Canada has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities.
5. Verizon Canada's Accessibility Plan and a description of its 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.
6. You can provide accessibility feedback (including feedback on this report) or request an alternate format of Verizon Canada's Accessibility Plan or the description of its accessibility feedback process in a number of ways, including:
 - (a) by e-mail at Verizon Accessibility accessibility@verizon.com;
 - (b) by phone at 416-933-6500; or
 - (c) by mail or in person at Verizon Canada ACA, 302 Bay St., Suite 801, Toronto, Ontario M5H 0B6, Canada.
7. The person responsible for receiving feedback is Paige Anderson, Associate General Counsel for Verizon Canada.
8. Feedback can be provided anonymously.

9. Other than anonymous feedback, Verizon Canada will acknowledge receipt of feedback by email.
10. Verizon Canada will ensure that personal information of the person providing feedback remains confidential unless the person consents to the disclosure of their personal information.
11. Between June 1, 2024, and May 30, 2025, Verizon Canada did not receive any complaints, comments or requests through its accessibility feedback process.
12. Verizon Canada will review any feedback that is submitted and consider feedback in future updates to its services, communications and digital platforms.

III. PROGRESS IN IMPLEMENTING VERIZON CANADA'S ACCESSIBILITY PLAN

A. Information and Communication Technologies

13. Verizon Canada has continued to monitor its website and digital platforms to identify potential accessibility barriers and ensure our website and digital platform keep pace with technological developments relating to accessibility.
14. Verizon Canada has specifically implemented processes to build its websites to meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard and to ensure that new website updates conform to this standard. Verizon Canada has built its internal processes to ensure that all future updates or enhancements to its digital platforms consider accessibility.

B. The Procurement of Goods, Services, and Facilities

15. Further to its Accessibility Plan, Verizon Canada remains committed to ensuring its procurement practices address accessibility procurement barriers, expectations and requirements for services provided and strives to ensure that the goods and services procured meet the accessibility needs identified by enterprise customers.

16. Verizon Canada has continued to consult with enterprise customers to understand their accessibility needs and modified its procurement processes to respond to accessibility barriers identified by our customers.

C. The Design and Delivery of Programs and Services

17. Verizon Canada has continued to consider accessibility requirements in the design and delivery of programs and services for enterprise customers, reviewing service offerings and delivery processes to address potential barriers that users may encounter. As noted above, Verizon Canada has consulted on an on-going basis with its enterprise customers to understand their accessibility needs and to ensure our programs and services provide an accessible experience.

D. Communication, other than ICT (Information and Communication Technologies)

18. Verizon Canada considers accessibility when preparing and providing communications to the public and enterprise customers.
19. Verizon Canada has designed its processes to provide accessible communications and reviewed its practices to ensure accessibility is considered when updating documents and materials that promote its services.

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

20. Verizon Canada seeks to provide an accessible customer experience that meets or exceeds the requirements and expectations set out in the Appendix to [Telecom Regulatory Policy CRTC 2017-11](#), *Application of regulatory obligations directly to non-carriers offering and providing telecommunications services*, including the requirements of [Telecom Decision CRTC 2005-28](#), *Regulatory framework for voice communication services using Internet Protocol*, [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 continues its work to:

- (a) make message relay services available to its local voice customers;
 - (b) make customer service functions that are available solely over Verizon Canada websites accessible;
 - (c) engage with its third-party provider of call centre services about accessibility, accommodations and training for customer service representatives to handle questions from persons with disabilities and to familiarize customer service representatives with accessible services;
 - (d) provide 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 a person with a visual disability; and
 - (e) upon request, provide paper bills at no charge to enterprise customers who self-identify as a person with a disability.
21. Upon request, Verizon Canada also makes its Accessibility Plan, progress reports, and a description of its accessibility feedback process available in formats that meet the needs of enterprise customers who self-identify as persons with disabilities. These formats may include print, large print, braille, audio format, electronic formats compatible with adaptive technologies or any other format mutually agreed upon.
22. Verizon Canada continues to ensure that its Accessibility Plan, progress reports, and description of its accessibility feedback process published under the [ACA](#) are published in a way that meets the applicable WCAG guidelines.

*** End of document ***