

Nextiva, Inc. and Nextiva Canada ULC

Multi-Year Accessibility Plan

2023-2025

I. Introduction

This Multi-Year Accessibility Plan applies to Nextiva, Inc. and Nextiva Canada ULC (collectively, “Nextiva”) and is prepared in accordance with the Accessible Canada Act and its implementing regulations.

Nextiva is a provider of Unified Business Communication solutions, including VoIP telecommunications services. Nextiva cares about the accessibility of its products and services and is dedicated to fostering an inclusive environment that ensures our team members, customers, and business partners are treated with respect and have equal access to our offerings and, with regard to our team members and potential team members, the workplace.

II. General

Feedback Process

Nextiva welcomes feedback regarding the accessibility of our website, products and services. The person designated by Nextiva to receive this feedback is the Vice President of Information Security.

Feedback may be provided to Nextiva at privacy@nextiva.com, by mail at 9451 E. Via de Ventura, Scottsdale, Arizona 85256, or by calling 1.800.285.7995. Anonymous feedback may also be provided by calling 1.800.235.6302. Except for anonymous feedback, Nextiva will respond and acknowledge receipt of any feedback provided. Any feedback provided will remain confidential unless the provider expressly consents to the disclosure of any information provided.

III. Consultations

Consultative Approach

Nextiva is constantly looking for ways to improve the accessibility of its products and services and, to that end, is committed to incorporating, where and as appropriate, the feedback that it receives regarding accessibility-related matters. Nextiva also conducts regular surveys of team members, including those with disabilities, in an effort to improve the overall workplace and employment conditions. Nextiva also maintains a hotline and website that allows employees to anonymously raise matters of concern or that need improvement. Nextiva has developed this plan based on the aggregated feedback it has received from employees, customers, and partners.

IV. Employment

Nextiva is an equal opportunity employer and strives to ensure that all team members have access to the tools and accommodations that they need to be successful.

Identified Barriers

- Foster greater visibility to employees of the availability of resources and the process for seeking accommodations.
- Ensure that all people managers are familiar with and able to direct employees to available tools and processes for seeking accommodations.

Actions

- Utilize existing communication channels to highlight Nextiva's support for and the process for seeking accommodations.
- Explore new options, including an internal resource page, to explain the processes, procedures, and tools available to employees to further increase visibility.
- Continue to promote and highlight the availability of employee resources, including our Employee Assistance Program.
- Provide enhanced training to supervisory employees to better equip them to direct employees to available resources and programs.

V. The Built Environment

Identified Barriers

Nextiva does not maintain any physical locations within Canada.

Actions

None at this time. Where Nextiva does maintain physical office locations, it remains committed to ensuring that those facilities are equally accessible to all team members.

VI. Information and Communication Technologies

Nextiva actively designs its products and services with accessibility in mind. Nextiva's product design team members complete accessibility training, both through an internal course and third-party resources, and are provided with tools to employ during the development process to enhance accessibility. Nextiva also focuses on testing and research to better understand and integrate accessibility considerations into its products and services.

Identified Barriers

- Nextiva can better leverage emerging technologies to maximize accessibility for our products and services, as well as our website and self-service ordering tools.

Actions

- Establish a cross-departmental team to ensure that accessibility considerations and feedback from customers, partners and other users of our services are consistently applied to the relevant product and service design process, as well as to maximize visibility into any potential opportunities for improvement.
- Engage a third-party vendor to help identify additional areas where accessibility can be improved and to help identify new and emerging technologies that may further enhance accessibility..

VII. Communication, Other Than ICT

Nextiva understands that communication in the workplace is critical to all employees and, to that end, strives to ensure that all team members have equal access and opportunities.

Identified Barriers

- Some systems and tools may be more difficult to navigate effectively due to the nature of the systems and the data contained within them.

Actions

- Conduct more pointed surveys to better understand accessibility-related concerns and issues within the workplace.
- Establish a cross-departmental team and foster participation by all employees to identify and address further barriers.

VIII. The Procurement of Goods, Services and Facilities

Identified Barriers

- Nextiva can be more proactive during the procurement process to ensure that new services, tools and technologies meet accessibility needs.
- Nextiva can affirmatively identify and obtain tools and technologies that can assist team members with accessibility needs.

Actions

- Develop accessibility requirements to communicate to vendors as part of our procurement process.
- Actively reach out to team members to further foster a dialogue regarding accessibility needs with respect to existing and future tools and technologies.

IX. The Design and Delivery of Programs and Services

Nextiva has developed processes and procedures that it employs to enhance the overall experience of prospective and current customers who have some form of disability. Aside

from improving service functionality for the disabled, Nextiva has also emphasized the training of its customer service personnel and designated specific personnel to interface with Nextiva's disabled customers to make certain that the customer's needs are met.

Barriers

- Customer-facing team members may have different levels of knowledge regarding the processes and procedures for accommodating individuals with specific disabilities.
- Sales and related representatives may not immediately identify disabilities that may require additional equipment, tools, or software, resulting in a poor new customer experience.

Actions

- Promote more frequent and targeted training for all customer-facing positions on our existing accommodation processes and procedures.
- Communicate on a regular cadence the tools available to assist customers.
- Appoint and communicate the identity of subject matter experts regarding accessibility-related matters.
- Familiarize sales and sales engineering teams with new and emerging technologies and hardware that may assist in meeting customer needs.

X. Transportation

Identified Barriers

Nextiva does not provide any transportation services.

Actions

None at this time.

APPENDIX A - ACCESSIBLE CANADA ACT, SECTION 6 - PRINCIPLES

In preparing this plan, Nextiva has taken into account the following principles set forth in the Accessible Canada Act, Section 6:

- 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 take into account 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.

APPENDIX B

The Canadian Radio-Television and Telecommunications Commission (CRTC) has issued a range of directives, regulations and regulatory policies relating to the identification and removal of barriers or the removal of barriers under the *Telecommunications Act* and the *Accessible Canada Act*. The obligations applicable to Nextiva as a VoIP provider include the following:

- We must provide paper bills on request and at no charge to customers who self-identify as people with disabilities;
- We must provide bills and bill inserts (if any) in alternative accessible formats, such as in braille or large print, for people with a visual disability, including people who are blind;
- We must make information about our products and services on our website accessible to the point of reasonable accommodation;
- We must provide training to our customer service representatives in handling enquiries from persons with disabilities, including familiarizing them with our products and services for persons with disabilities;
- We must make customer service functions that are only available through our website accessible and we must not charge any fees for the use of alternative service channels for any customer service function provided through our website that is not accessible;
- We must have an easy-to-find link to the accessibility section of our website on our homepage; and
- We must provide this accessibility plan, our progress reports, and information about the feedback process referred to above in electronic formats that comply with WCAG Level AA guidelines. We must also make this information available, upon request, in print, large print, braille, audio format, electronic format that is compatible with adaptive technology or other formats that we may agree with the person making a request.