

Nextiva, Inc. and Nextiva Canada ULC

Multi-Year Accessibility Plan

2024 Progress Report

I. Introduction

In 2023, Nextiva, Inc. and Nextiva Canada ULC (collectively, “Nextiva”) published their [Multi-Year Accessibility Plan](#). The following constitutes Nextiva’s report on its progress in implementing that accessibility plan. This 2024 Progress Report has been prepared in accordance with the Accessible Canada Act and its implementing regulations.

Nextiva cares about the accessibility of its products and services and remains 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. Feedback

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.

Nextiva has not received any accessibility feedback since the implementation of this feedback process.

III. Consultation

Over the past year, Nextiva has explored additional avenues for collecting feedback related to the accessibility of its products and services. An interdisciplinary team representing multiple departments and functions has commenced the process of setting up a program to allow interested Nextiva’s employees to more readily (and, if desired, anonymously) test and provide feedback on the accessibility of Nextiva’s products and services, as well as the use of Nextiva’s services with accessibility tools. Nextiva anticipates deploying this program shortly. Additionally, Nextiva continues to maintain a hotline and website that allows employees to anonymously raise matters of concern or that need improvement.

IV. Status of Plan

Employment

Nextiva is an equal opportunity employer and continues to strive to ensure that all team members have access to the tools and accommodations that they need to be successful. Over the past year, Nextiva has reviewed and updated its employee handbook, including its commitment to support accessibility. Further, Nextiva has created an internal page that includes resources available to employees, including Nextiva's employee assistance program, mental health resources, and Live Amazing, Nextiva's physical, mental, and financial wellness program.

The Built Environment

Nextiva does not maintain any physical locations within Canada.

Information and Communication Technologies

Nextiva is in the process of rolling out a program that will facilitate enhanced involvement of interested Nextiva's employees in accessibility testing of our products and services. Nextiva is also exploring mechanisms to enhance the accessibility of our websites.

Communication, Other Than ICT

As further detailed above, Nextiva's People Team has created a centralized repository for relevant information related to Nextiva programs that are available to employees. This repository is intended to assist in raising awareness regarding these programs.

The Procurement of Goods, Services and Facilities

Nextiva's procurement team remains committed to fostering accessibility in the procurement of goods, services and facilities.

The Design and Delivery of Programs and Services

Nextiva has commenced the process of examining ways to improve the accessibility of its website to facilitate better access for customers and potential customers.

Transportation

Nextiva does not provide any transportation services.

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.