

**PROGRESS REPORT**  
**VERIZON CANADA**  
**ACCESSIBILITY PLAN 2024-2027**

21 May, 2025

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### **I. GENERAL**

#### **A. Application**

1. Verizon Canada Ltd. (Verizon Canada) Accessibility Plan 2024-2027 has been prepared in accordance with the requirements of the [Accessible Canada Act](#) and its regulations ([ACA](#)). This Progress Report explains the progress Verizon Canada has made in carrying out its accessibility plans.

#### **B. Verizon Canada Overview**

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. More information about the nature of Verizon Canada's business is available at <https://www.verizon.com/business/en-ca/support/>
3. 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, our enterprise solutions may be custom designed to address the

specific accessibility needs identified by our enterprise customers, as agreed upon.

**C. Feedback Process**

4. Verizon Canada has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities.
5. 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.
6. 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 Verizon Accessibility <accessibility@verizon.com>; (ii) by phone at 416-933-6500; or (iii) 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 accessibility feedback at Verizon Canada is Ivana Kriznic, Regulatory Counsel.
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. Verizon Canada did not receive complaints or requests through this feedback process during 2024.

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