

Corporate Human Resources



Accessibility for Ontarians with Disabilities Act – Customer Service Standard Policy

POLICY SCOPE

This policy addresses the obligations Verizon Canada must meet under the *Accessibility Standards for Customer Service*, a regulation made under the *Accessibility for Ontarians for Disabilities Act, 2005*.

POLICY STATEMENT

Verizon is committed to meeting the accessibility needs of customers with disabilities in a timely manner. Verizon will use reasonable efforts to ensure that the provision of goods and services is consistent with the following guiding principles:

- Respecting the dignity of and independence of customers with disabilities
- Ensuring that the provision of goods and services to customers with disabilities is integrated with the provision of goods and services to others unless an alternative measure is necessary
- Ensuring that customers with disabilities are given an equal opportunity to obtain, use and benefit from the goods and services provided by Verizon Canada

POLICY PROVISIONS

Verizon Canada shall accommodate the use of assistive devices in order to ensure that customers with disabilities are able to obtain, use or benefit from Verizon Canada's facilities, goods and services. Assistive devices include, but are not limited to, wheelchairs, screen readers, and listening devices.

Verizon Canada shall accommodate the use of guide dogs and other service animals. Guide dogs and other service animals shall be permitted to enter Verizon Canada's premises and to remain with the customer with the disability unless the guide dog or other service animal is otherwise excluded by law. If not permitted on premises, Verizon will find other measures available.

Verizon Canada shall accommodate a customer with a disability need for the assistance of a support person. If a customer with a disability is accompanied by a support person, Verizon Canada shall ensure that both persons are permitted to enter Verizon Canada's premises. The customer with the disability will not be prevented from having access to the support person while on Verizon Canada's premises.

Verizon Canada may require that a customer with a disability be accompanied by a support person if necessary to protect the health and safety of the customer with the disability.

POLICY RESPONSIBILITIES

Everyone who participates in the development of Verizon Canada's policies, practices and procedures and all persons including third parties, involved in the provision of goods and services to members of the public or customers with disabilities on Verizon Canada's behalf shall receive training regarding the requirements of *AODA*, the Ontario *Human Rights Code*, as it relates to customers with disabilities and Verizon Canada's policies, practices and procedures governing the provision of goods and services to customers with disabilities.

Verizon Canada shall provide to customers with disabilities notice of temporary disruptions in Verizon Canada's facilities or services. Facilities or services may include escalators, elevators, accessible washrooms, accessible parking spots, amplification systems or note-taking devices.

Notice of temporary disruptions in service shall include the reason for the disruption, the anticipated duration of the disruption and a description of available alternative facilities, if any. Notice of temporary disruptions may be provided by a variety of methods, depending on the circumstances, and may include posting notices in places where customers are likely to see them.

This policy shall be maintained on Verizon Canada's website and will be provided, upon request, in a format that takes into account a customer's accessibility needs due to disability.

PROCEDURE

Verizon Canada shall receive and respond to feedback regarding the manner in which it provides goods or services to customers with disabilities. Customers with disabilities shall be able to provide feedback and receive responses to feedback in a manner that takes into account a customer's accessibility needs due to disability. Feedback may be received and responded to in person, by telephone, in writing or by delivery of electronic text. Information regarding how a customer with a disability can provide feedback is posted on Verizon Canada's website.