Accessibility Plan.

Versature Communications Corp. *o/a net2phone Canada*

2025 PROGRESS REPORT

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GENERAL

net2phone Canada Overview

net2phone Canada[1] is a Canadian SaaS-based hosted voice over IP business phone and communication solutions provider. Founded in 2003 as Versature Communications Corp, the company is trusted by clients and partners across the country. net2phone Canada is an award-winning company that is raising the bar with the highest quality customer support, full-featured phone systems, superior cloud-based technology, operational system integrations, and fully Canadian-based data centers.

net2phone Canada provides a reliable and scalable business phone solution to Canadian businesses across the country, focusing on localized Canadian support and hosted data.

Their regulations, standards and all other relevant legislation concerning accessibility are strictly observed in a timely fashion.

Executive Summary

This progress report outlines net2phone Canada's commitment to removing and preventing accessibility barriers, along with continuous improvements across all priority areas as described under the Accessible Canada Act.

This progress report details net2phone Canada's progress on accessibility goals set in our 2024-2027 Accessibility Plan. It covers each priority area including:

- Updates on removing or preventing accessibility barriers identified in 2024-2025
- Changes to timelines for planned actions or goals in the 2024-2027
- Any newly found accessibility barriers since the plan was published.
- Ongoing, long-term accessibility plan modifications.

The following outlines key progress in removing or preventing accessibility barriers since the publication of our Accessibility Plan.

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[1] "net2phone Canada," as well as "net2phone", "we," "us," and "our," refers to the Versature Communications Corp. who operates as net2phone Canada.

Employment: Improvements include an updated Company Policy Handbook, enhanced recruiting accessibility (with an accessibility section in job postings), launched training programs, an established recruitment accommodation process, enabling gender identification in applications, and training content revised for inclusivity.

Built Environment: Updates include addressing lighting conditions, updating emergency signage, enhancing communication about quiet workspaces, initiating policy review for gender neutrality, and completing various office renovations.

Information and Communication Technologies (ICT) Changes include improved awareness of Google Workspace's accessibility features and working with development partners to resolve WCAG 2.0 non-compliance issues.

Communication, Other than ICT: Updates include gender-neutral and inclusive policy revisions, enhanced intranet resources, and informing leadership about communication accommodations.

Procurement of Goods, Services and Facilities: Ongoing evaluation of procurement practices for improved accessibility with short, medium, and long-term action plans.

Design and Delivery of Programs and Services: Updates include providing customer-facing team members with additional accessibility awareness training, implementing a consistent review process for accessibility feedback, and reviewing training content to incorporate accessibility.

Application & Feedback

This Accessibility Plan has been developed in accordance with the requirements of the Accessible Canada Act (S.C. 2019, c. 10) and its regulations (ACA). This plan applies to Versature Communications o/a net2phone Canada, further referred to as "net2phone Canada".

net2phone Canada has a process for receiving and responding to feedback, including feedback on the delivery of services to persons with disabilities.

Our Accessibility Plan and details of our accessibility feedback process are available in alternate formats such as print, large print, braille, audio, electronic format, or other agreed-upon formats.

Customers, team members, business partners and members of the public can provide accessibility feedback , about the barriers they have encountered when dealing with net2phone Canada, and feedback on net2phone Canada's implementation of our accessibility plan.

Requests can also be made to receive copies or an alternate format of our Accessibility Plan, Progress Reports and feedback process description as outlined below. Feedback can also be submitted anonymously.

Completing an online form
Email(s): accessibility@net2phone.ca, talktous@net2phone.ca
Phone: 1-888-508-2749
Regular Mail: 5424 Canotek Road, Ottawa, Ontario, K1J 1E9, Canada

Our designated accessibility officer at net2phone Canada is the Senior Director of Business Operations. Our Office Manager is a designated support to our Accessibility plan as well.

Areas Described Under Section 5 of the ACA

net2phone Canada's Accessibility Plan Progress Report includes ongoing accessibility actions, and provides updates on any barriers we have identified as part of our consultative approach and details the actions we have and will continue to take to identify, prevent and remove various barriers experienced by those with disabilities.

In this progress report, we will focus on the seven priority areas described under Section 5 of the ACA.

These areas include:
- Employment
- The Built Environment
- Information and communication technologies (ICT)
- Communication, Other than ICT
- The Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services
- Transportation

Key Accessibility Initiatives

EMPLOYMENT

Employment Summary

Resolving employment barriers ensures equal opportunities at net2phone Canada. We prioritize a safe, supportive workplace that values diversity, equity, inclusion, and belonging. Our commitment spans recruitment, retention, career growth, and supporting those needing accommodations. This extends throughout the entire team member journey, from team member onboarding to departure.

Progress in Removing or Preventing Identified Barriers

Updated and Shared Company Policy Handbook

The Company Policy Handbook has been refreshed and shared to ensure all team members are aware of our policies, plans, and procedures. The revised policy, updated in May 2025, will be provided to all new hires and will be uploaded to the company intranet.

Established Recruitment Accommodation Process

A defined process is now in place to facilitate accommodation requests, provide feedback, and offer information about accessibility policies during the recruitment and hiring process. This includes the addition of inclusivity and accommodation requests in all job postings.

Gender Identification in Applications Enabled

The HR portal now includes an inclusion field where candidates can optionally provide their preferred pronouns (he/him, she/her, they/them, prefer not to disclose) to ensure appropriate pronoun usage during interviews.

Launch Enhanced Annual Training Programs

New learning content has been curated and assigned throughout 2024 and up to May 2025 including: accessibility, workplace harassment, and health and safety. Internal product training content has been reviewed and is actively being updated to be more inclusive of various learning styles.

Updates To Timelines For Identified Actions

Employee Feedback Surveys Pending

Employee feedback surveys have been created to gauge perceptions and feedback regarding accessibility barriers, misconceptions, and comprehension of accessibility plans, policies, and procedures is planned to be conducted before the end of 2025.

THE BUILT ENVIRONMENT

The Built Environment Summary

net2phone Canada prioritizes accessibility at our offices. We allocate funds for repairs and replacements and provide multiple feedback channels for our physical spaces' accessibility. We ensure feedback guides our change efforts. We consistently review the built environment to address new accessibility and safety issues. We pledge to retrofit existing spaces and enhance office renovation planning with accessibility needs in mind. Partnering with our team and external collaborators, we seek to understand and address barriers faced by individuals with disabilities in our offices.

Progress in Removing or Preventing Identified Barriers

Lighting Conditions Addressed

A review of lighting has been completed, necessary repairs have been made to both exterior and interior and alternative lighting options for workspaces are available for individuals with disabilities or difficulties.

Communication on Quiet Workspaces Enhanced:

Information regarding the availability of new quiet workspaces and noise-cancelling headphones is now clearly communicated and utilized.

Policy Review for Gender Neutrality Completed:

A thorough review of all company policies and manuals has been completed to remove any gender-based expectations.

Office Renovations for Accessibility and Safety

A vast variety of office renovations were completed in August 2024 to re-configure and adapt our space, while continuing to provide an accessible and safe work environment.

Revised Emergency Response Procedures

Emergency response procedures have been revised to include the creation of individual emergency response plans for individuals with disabilities, and will continue to be revised on an annual basis.

Accessibility Training for Space Managers

Accessibility Training for Space Managers Conducted: Team members responsible for managing office space have completed additional training focused on accessibility within the built environment and will continue to do so annually.

Updates To Timelines For Identified Actions

Development of Accessible Signage

Visible and accessible signage will continue to be developed and included in future updates to workplaces by the end of 2025.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

The ICT Summary

We strive for top-notch digital accessibility by tackling ICT-related barriers. Our continuous improvement strategy keeps us aligned with technological advancements. net2phone Canada is committed to identifying and resolving barriers in our websites, mobile apps, networks, and communication systems for both customers and team members.

Progress in Removing or Preventing Identified Barriers

Accessible In-App Learning Resources

A thorough review of in-app learning resources has been conducted and optimized for accessibility in September 2024.

Accessibility Reporting

An Accessibility Reporting Form has been created and accessible to employees, customers and visitors to our office space and website.

Regular Accessibility Reviews

Regular Accessibility Reviews are scheduled annually or on an as needed basis to improve websites, content and applications to continue to enhance accessibility and to plan for necessary improvements.

New Website includes Accessibility Improvements

A new customer facing website was launched in January 2025, aligning with WCAG 2.0 compliance and feedback from consultations with professionals, customers and employees.

Reformatted Internal Corporate Communications

Launched a new Internal Corporate Communications plan in May 2025 which includes a variety of accessible communication methodologies and formats to provide internal updates across the company.

Updates To Timelines For Identified Actions

ICT Feedback Sessions

Regular ICT internal feedback sessions or surveys on ICT barriers are now being conducted. They are expected to be completed by September 2025.

Collaborating for Accessibility Improvements

Scheduled sessions begin in June 2025 to collaborate with application and website developers to prevent and improve on identified barriers. A new UCaaS platform is being developed and will launch in 2026, and will be designed with this feedback in mind.

Promoting Awareness of Google Workspace Accessibility

Improve awareness of Google Workspace's accessibility features among all team members through the development of new training content and resources by February 2026.

COMMUNICATION, OTHER THAN ICT

The Communication Summary

At net2phone Canada, we are committed to ensuring accessibility in all forms of communication, including print materials, publications, and digital communications such as websites, training and technical documentation, digital materials, and e-newsletters. This commitment also extends to presentations, formal team member gatherings, and other communication methods. We strive to make all our communications accessible to everyone.

Progress in Removing or Preventing Identified Barriers

Educational Resources

We provide easy-to-digest educational resources in text, video, and live video training to support diverse needs and learning styles of our employees and customers. This content was updated in April 2025 to be more relevant and in more accessible formats.

Alternative Formats

Alternative formats of content, contracts and policies are now openly available by request.

Disability Accommodations

Awareness of communication and training accommodations in preferred formats has been identified and raised for team members and customers with disabilities.

Accessible Formats for Customers

Information regarding requesting alternative accessible formats for documents such as invoices and essential forms has been added to customer communications.

Improving Internal Communication

Efforts are underway to foster more effective communication among employees and address perceptions of communication styles that may lead to misunderstandings.

Inclusive Language in Policies

Outdated company policies have been reviewed and updated to remove gendered terminology and promote inclusivity, resulting in gender-neutral and inclusive policies.

Leadership Awareness of Communication Accommodations

The leadership team has been informed about the availability of communication accommodations for learning, written, and verbal communication disabilities.

Updates To Timelines For Identified Actions

Training

Accessible Document Training is planned for April 2026 for our content creators.

OCR Documentation Review

A review of documentation to ensure documentation is OCR scannable for screen readers is planned for October 2025.

Reviewing Creative Content

In November 2025 we will introduce semi-annual reviews of creative content to ensure accessibility standards are considered and met where possible.

PROCUREMENT OF GOODS, SERVICES AND FACILITIES

The Procurement of Goods, Services and Facilities Summary

At net2phone Canada, procurement involves buying goods, services, and leasing facilities from suppliers. Our procurement priority focuses on evaluating purchases and ensuring all related documents consider accessibility. We strive to address accessibility barriers, promote supplier diversity, and communicate our accessibility expectations to all suppliers.

Progress in Removing or Preventing Identified Barriers

Suppliers

net2phone Canada is taking proactive steps to support diverse suppliers where possible.

Language and Assistive Technology

Some vendors have language barriers and assistive technology has been provided to team members to better navigate procurement processes.

Procurement Practices

Periodic meetings are held with procurement staff to identify specific procurement accessibility barriers on a regular basis.

Continue to provide feedback to and work with our vendors on how to improve systems and processes with accessibility in mind.

Provided accessibility-specific training to our procurement team members to reduce barriers in shipment deliveries.

Updates To Timelines For Identified Actions

Code of Conduct

A project is planned for December 2025 to investigate the creation of a Supplier Code of Conduct where suppliers have and uphold accessibility, diversity and inclusion policies.

DESIGN AND DELIVERY OF PROGRAMS AND SERVICES

The Design and Delivery of Programs and Services Summary

net2phone Canada strives to eliminate barriers in the design and delivery of programs and services to ensure individuals with disabilities have meaningful options. Our goal is to empower them to make their own choices, with support if needed, irrespective of their disabilities. This involves enhancing the accessibility of our systems and networks and optimizing our efforts to deliver exceptional customer experiences.

Progress in Removing or Preventing Identified Barriers

Training Materials and Customer Service

An on-going project is expected to complete in July 2025 where improvements are being made to internal as well as client-facing training materials and resources with a focus on delivering excellent customer service in an accessibility-friendly environment.

Surveys

Customer surveys and feedback are continuously monitored to identify areas for improvement and feedback is inserted into upcoming projects as needed.

Commitment to Accessible Customer Service

Maintain a strong internal focus on delivering excellent customer service to all customers, including those with disabilities. This is captured through CSAT surveys, outreach, and feedback forms.

Customer Support Options

Accessible customer support offered via telephone, email, and video conferencing upon request. In September 2025 a project is planned to explore and implement AI driven options to expand our accessible support options.

Updates To Timelines For Identified Actions

Reviews

Establishing an annual review process for accessibility feedback on products and services from customers and team members is planned for December 2025, which will help in ensuring training content and materials prioritize and incorporate accessibility appropriately.

Internal Guides

Following the launch of our new UCaaS platform in the next 12 months we will develop both an internal and customer-facing guide on accessibility driven features, hardware and services.

TRANSPORTATION

Transportation does not currently apply to net2phone Canada's operations.

CONSULTATIONS

The 2024-2027 Accessibility Plan and 2025 Progress Report were developed through internal and external consultations with team members, customers, and third-party consultants to understand the environment, identify barriers, and gather feedback related to accessibility policies.

Net2phone Canada actively collaborates with local certified human resource and legal consultants as well as legal and human resources team members from our global company to better improve, understand and expand upon its accessibility policies and plans.

Consultations over the past two years involved interviews, meetings, surveys, team member exit interviews, and client feedback provided to the Client Services team.

Feedback indicated high satisfaction from customers with disabilities regarding interactions with Customer Support and Success teams, feeling "well-heard" and respected.

Continuous improvements have been applied to training and customer-facing documentation based on identified needs

FEEDBACK INTEGRATION AND CONTINUOUS IMPROVEMENT

At net2phone Canada, feedback is integral to our commitment to inclusivity and continuous improvement, guiding our efforts to identify, remove, and prevent accessibility barriers. Our comprehensive approach ensures that input from various stakeholders directly informs our Accessibility Plan and ongoing initiatives.

Feedback from customers, team members, business partners, and the public is crucial in shaping our accessibility initiatives.

Plan Development

The net2phone Canada 2024-2027 Accessibility Plan and 2025 Progress Report were developed through extensive internal and external consultations with persons with disabilities, including customers, team members, consultants, and external organizations. This consultative approach, encompassing interviews, meetings, surveys, and client feedback, directly informed the identification of barriers and opportunities for removal and prevention. Our plan explicitly incorporates contributions from accessibility experts and feedback gathered during these consultations.

Continuous Improvement

Feedback consistently guides our change efforts across various areas.
Consultations and received feedback revealed high satisfaction among customers with disabilities, who reported feeling "well-heard" and respected in their communications with our Customer Support and Success teams.

Continuous improvements have been applied to our training and customer-facing documentation based on identified feedback.

Funds are allocated for repairs and replacements, and changes are implemented based on received feedback regarding our physical spaces through a variety of feedback forums. Our certified Joint Health and Safety Committee regularly reviews audits and feedback to identify areas for improvement in the workplace environment.

Ongoing Monitoring and Future Initiatives

- The Accessibility Program Committee regularly meets to monitor progress, gather and review feedback, and adjust our accessibility plan as needed.
- We continue to monitor customer surveys and feedback to identify areas for improvement in the design and delivery of our programs and services.
- A consistent review process for accessibility feedback from both customers and team members regarding our products and services is a medium-term action to ensure continuous integration of insights.
- We plan to conduct regular internal feedback sessions or surveys specifically on Information and Communication Technologies (ICT) barriers to ensure uniform collection of insights.
- Surveys of procurement staff are planned to regularly identify specific accessibility barriers within procurement processes.

Our commitment to incorporating feedback ensures that our approach to supporting accessibility remains dynamic and responsive to the evolving needs of our diverse community.

Appendices

APPENDIX A: ACA SECTION 6 PRINCIPLES

In developing this Accessibility Plan, we have considered the principles outlined in section 6 of the ACA.

(a) all persons must be treated with dignity regardless of their disabilities;
(b) 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;
(c) all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
(d) all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
(e) 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;
(f) persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
(g) 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: *TELECOMMUNICATIONS ACT[2]* REQUIREMENTS

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates broadcasting and telecommunications in Canada. Under the Telecommunications Act, the CRTC has established requirements for identifying, removing, and preventing barriers. net2phone Canada complies with all applicable CRTC conditions of licence, regulations, orders, and service conditions. The Appendix provides references to the relevant CRTC regulations, policies, orders, and decisions.

In compliance with section 51(1) of the ACA, this Appendix sets out:

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[2] **Telecommunications Act** (S.C. 1993, c. 38)

- 51(1)(b) - the conditions imposed under section 24 or 24.1 of the Telecommunications Act to which some or all of net2phone Canada is subject that relate to the identification and removal of barriers and the prevention of new barriers; and
- 51(1)(c) - the provisions of any regulations made under the Telecommunications Act that relate to the identification and removal of barriers and the prevention of new barriers and that apply to some or all of net2phone Canada
- [Requirements Under the Telecommunications Act for Accessibility Plans](), (Sections 51-59)

Accessibility of Alternative Formats

- [CRTC Accessibility Reporting Regulations (SOR/2021-160)]() (sections 24, 27, and 31)
- [Telecom Order 2001-690, Telecom and Broadcasting Decision CRTC 2022-28]() , (alternative format billing and paper billing on request and at no charge)
- [Telecommunications Regulatory Policy CRTC 2010-132]() (paragraph 21) and [Telecom Regulatory Policy CRTC 2022-234]() (paragraph 142), dialing plan changes
- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430, Accessibility of telecommunications and broadcasting services (paragraphs 68, 69)]()

Requirements Related to 9-1-1 Service

- [Telecom Decision 2005-21 ("TD 2005-21")](), Emergency service obligations for local VoIP service providers, para 98.
- [Telecom Regulatory Policy CRTC 2022-234,]() Introduction of 9-8-8 as the three-digit abbreviated dialing code for mental health crisis and suicide prevention services
- [Telecom Decision CRTC 2013-22, CISC Emergency Service Working Group – Consensus report regarding Text Messaging with 9-1-1 trial and service implementation]()

Requirements Related to Website Accessibility

- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430, Accessibility of telecommunications and broadcasting services]()(paragraphs 56, 57 and 65)