

Nextiva, Inc. and Nextiva Canada ULC
Multi-Year Accessibility Plan

2026-2028

I. Introduction

This Multi-Year Accessibility Plan covers the period 2026–2028 and applies to Nextiva, Inc. and Nextiva Canada ULC (collectively, "Nextiva"). It has been prepared in accordance with the Accessible Canada Act and its implementing regulations.

Nextiva provides Unified Business Communication solutions, including VoIP telecommunications services. Accessibility is a core value at Nextiva: we are committed to building an inclusive environment in which our team members, customers, and business partners are treated with dignity, and in which everyone has equal access to our products, services, and — for current and prospective team members — the workplace.

II. General

Feedback Process

Nextiva actively encourages feedback on the accessibility of our website, products, and services. The individual designated by Nextiva to receive accessibility feedback is the Vice President of Information Security.

Feedback may be submitted by email to privacy@nextiva.com, by mail to 9451 E. Via de Ventura, Scottsdale, Arizona 85256, or by phone at 1.800.285.7995. To submit anonymous feedback, please call 1.800.235.6302. Unless feedback is submitted anonymously, Nextiva will acknowledge and respond to all feedback received. All feedback will be kept confidential unless the individual providing it expressly consents to disclosure.

III. Consultations

Consultative Approach

Nextiva is continuously seeking ways to strengthen the accessibility of its products, services, and workplace. We are committed to incorporating accessibility-related feedback into our decision-making processes in a meaningful and timely way. To that end, Nextiva regularly surveys team members — including those with disabilities — to identify opportunities to improve working conditions and the overall employment experience. Nextiva also maintains a confidential hotline and an online reporting channel through which employees may raise accessibility concerns anonymously. This plan has been developed using aggregated feedback gathered from team members, customers, and partners.

IV. Employment

Nextiva is an equal opportunity employer. We are committed to ensuring that every team member has access to the tools, resources, and workplace accommodations they need to thrive.

Identified Barriers

- Employees may have limited awareness of the accommodation resources available to them and of how to request support.
- People managers may not consistently have the knowledge needed to guide team members to available accommodation tools and processes.

Actions

- Leverage existing internal communication channels to raise awareness of Nextiva's accommodation support and how team members can access it.
- Explore dedicated internal resources — including a centralized resource page — to clearly communicate the processes, procedures, and tools available to support team members with accessibility needs.
- Sustain ongoing promotion of employee support resources, including our Employee Assistance Program, to ensure team members are aware of and can access available services.
- Deliver targeted training for people managers to strengthen their ability to identify accommodation needs and connect team members with available resources and support programs.

V. The Built Environment

Identified Barriers

Nextiva does not currently operate any physical office locations within Canada.

Actions

No built-environment actions are required at this time. Should Nextiva establish a physical presence in Canada in the future, it will ensure that any such facilities meet or exceed applicable accessibility standards and are fully accessible to all team members.

VI. Information and Communication Technologies

Accessibility is built into Nextiva's product development lifecycle. Our product and engineering teams complete accessibility training through a combination of internal programs and accredited third-party resources, and are equipped with modern testing tools to evaluate and improve accessibility throughout the development process. Nextiva also invests in ongoing usability research to better understand and address the needs of users with disabilities.

Identified Barriers

- There are opportunities to more systematically apply emerging and assistive technologies — including AI-powered accessibility features — to improve the accessibility of our products, services, website, and self-service tools.

Actions

- Support a cross-functional accessibility working group to systematically incorporate user feedback — from customers, partners, and people with disabilities — into product and

service design, and to identify and act on opportunities for improvement on an ongoing basis.

- Engage specialized third-party accessibility consultants to identify gaps and advise on new and emerging technologies that can further enhance the accessibility of our products and services.

VII. Communication, Other Than ICT

Effective workplace communication is essential to inclusion and equal participation. Nextiva is committed to ensuring that all team members have equitable access to the information, tools, and channels they need to communicate and collaborate effectively.

Identified Barriers

- Certain internal systems and communication tools may present navigation challenges for team members with disabilities, particularly where the design or content of those systems has not been assessed through an accessibility lens.

Actions

- Design and deploy targeted surveys to identify specific accessibility barriers experienced by team members in their day-to-day communications and work activities.
- Support a cross-functional working group that includes team members with disabilities to collaboratively identify and address communication-related accessibility barriers.

VIII. The Procurement of Goods, Services and Facilities

Identified Barriers

- Accessibility considerations need to be systematically embedded in Nextiva's procurement evaluation criteria to ensure the adoption of tools and technologies that do not present barriers for team members or customers with disabilities.
- Nextiva has to establish a proactive process to identify and source assistive technologies and tools that directly support team members with accessibility needs.

Actions

- Develop and integrate formal accessibility requirements into vendor evaluation and procurement processes, including standards aligned with applicable accessibility regulations.
- Proactively engage team members — particularly those with disabilities — in an ongoing dialogue about their accessibility needs as they relate to existing and future tools and technologies.

IX. The Design and Delivery of Programs and Services

Nextiva has established processes and procedures to improve the experience of prospective and current customers with disabilities. In addition to enhancing the accessibility of our service offerings, Nextiva prioritizes the training of customer service personnel and has designated subject matter experts to support customers with disabilities, ensuring that each individual's needs are identified and addressed.

Barriers

- Customer-facing team members may have inconsistent levels of knowledge about accommodation processes and procedures for supporting individuals with disabilities, which can result in an uneven customer experience.
- Sales and related representatives may not always recognize when a prospective customer requires adaptive equipment, software, or other accommodations, potentially creating friction in the onboarding experience.

Actions

- Increase the frequency and specificity of accessibility training for all customer-facing roles, with a focus on practical application of accommodation processes and procedures.
- Regularly communicate to customer-facing teams the full range of tools, features, and accommodations available to assist customers with disabilities.
- Designate and identify internal subject matter experts for accessibility matters, ensuring customers and team members know who to contact for support.
- Equip sales and sales engineering teams with up-to-date knowledge of adaptive technologies, assistive hardware, and accessibility features that may benefit customers with disabilities.

X. Transportation

Identified Barriers

Nextiva does not provide any transportation services to team members or customers.

Actions

No transportation-related actions are required at this time.

APPENDIX A - ACCESSIBLE CANADA ACT, SECTION 6 - PRINCIPLES

In developing this plan, Nextiva was guided by the following principles established under Section 6 of the Accessible Canada Act:

- 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 directives, regulations, and regulatory policies addressing the identification and removal of barriers under the Telecommunications Act and the Accessible Canada Act. As a VoIP service provider, Nextiva is subject to the following obligations:

- 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.