NTT DATA

Policy

Accessibility Policy

Effective date: 23 May 2024

Information Asset Class: General

Contents

NTT DATA

1.   Purpose

NTT is committed to providing accessible telecommunications services to all customers, including individuals with disabilities. This policy outlines our approach to ensuring our services are accessible and comply with the Canadian Radio-television and Telecommunications Commission (CRTC) regulations, the Canadian Telecommunications Act, and the Accessible Canada Act.

2.   Scope

This policy applies to all NTT services, employees, and contractors involved in the delivery of telecommunications services to customers in Canada.

3.   Policy statements

3.1.   Commitment to accessibility

NTT is dedicated to creating an inclusive environment by removing barriers and enhancing accessibility for customers with disabilities. We strive to provide services that are accessible and user-friendly for all individuals, in accordance with Section 7 of the Telecommunications Act, which emphasizes the importance of ensuring that telecommunications services are accessible to all Canadians, including those with disabilities, and Section 5 of the Accessible Canada Act, which mandates the removal of barriers in federally regulated sectors.

NTT's Accessibility and Inclusion Statement underlines that the technology NTT uses and delivers to its clients can be a powerful and essential asset that removes barriers to enable the improved accessibility and inclusion for people living with disabilities. NTT's accessibility and inclusion approach is based on the principles of independence, dignity, integration, and equality of opportunity for people living with disabilities. Link to the Statement is available here.

3.2.   Accessible services

- **Service Design and Delivery**: We incorporate accessibility features into the design and delivery of all telecommunications services and digital experience. This includes:

  - **Voice Services**: Offering text-to-speech and speech-to-text options for customers with hearing or speech impairments.

  - **Internet Services**: Ensuring our website and online portals comply with Web Content Accessibility Guidelines (WCAG) 2.1, providing keyboard navigation, screen reader compatibility, and adjustable text sizes.

  - **Equipment**: Providing accessible telecom equipment, such as phones with large buttons, amplified sound, and TTY (Text Telephone) capabilities for customers with visual or hearing impairments.

  - **Billing**: Offering bills and statements in electronic formats for reading with adjustable text sizes.

- **Customer Support**: Our customer service channels are accessible to all customers:

  - **Multiple Contact Methods**: Providing customer support via phone, email, online chat, and video relay services (VRS) to accommodate various disabilities.

- ○ **Training**: Training our customer service representatives to communicate effectively with customers with disabilities and to use accessible communication methods and devices.
- ○ **Support Documentation**: Offering user manuals, FAQs, and troubleshooting guides in accessible formats.

3.3. Accessibility plans

- **Development and Implementation**: We develop and implement an accessibility plan outlining our strategies for improving service accessibility. This plan includes:
  - ○ **Assessments**: Regular assessments of our services to identify and address accessibility barriers.
  - ○ **Goals and Objectives**: Setting clear, measurable goals for improving accessibility.
  - ○ **Stakeholder Engagement**: Consulting with disability advocacy groups and customers with disabilities to gather feedback and incorporate their input into our accessibility efforts.
- **Public Availability**: Our accessibility plan is publicly available on our website (here) and provided in accessible formats upon request, in compliance with Section 44 of the Accessible Canada Act.

3.4. Feedback and reporting

- **Customer Feedback**: We welcome feedback on the accessibility of our services. Customers can provide feedback through multiple channels, including phone, email, and online forms. We will respond promptly to all feedback and take appropriate action to address accessibility issues.
- **Regulatory Reporting**: We comply with all CRTC reporting requirements related to accessibility, as per Section 24 of the Telecommunications Act, which outlines the CRTC's authority to impose conditions on telecommunications service providers. This includes submitting regular reports on our accessibility measures and any improvements made, in line with Sections 51 and 52 of the Accessible Canada Act, which require federally regulated entities to report on their accessibility progress.

3.5. Training and awareness

We provide ongoing training to our employees and contractors on accessibility standards and best practices. This training covers:

- **Customer Interaction**: How to interact with customers with disabilities respectfully and effectively.
- **Accessibility Features**: How to use and explain the accessibility features of our services and equipment.
- **Continuous Learning**: Keeping our staff updated on new accessibility technologies and regulations.

4. Responsibilities

- **Management**: Management is responsible for overseeing the implementation of this policy and ensuring compliance with accessibility regulations.
- **Employees and Contractors**: All employees and contractors are responsible for adhering to this policy and participating in accessibility training.

5. Review and updates

This policy will be reviewed annually and updated as necessary to ensure continued compliance with regulatory requirements and to address any emerging accessibility issues.

6. Contact information

For more information or to provide feedback on our accessibility policy, please contact:

NTT Accessibility Officer

Email: compliance.office@global.ntt

7. References:

- CRTC. "Responsibilities and Regulatory Obligations - BITS Licensees." [CRTC] (https://crtc.gc.ca/eng/comm/telecom/resplic.htm).
- Telecommunications Act, S.C. 1993, c. 38. Sections 7 and 24. [Telecommunications Act] (https://laws-lois.justice.gc.ca/eng/acts/T-3.4/).
- Accessible Canada Act, S.C. 2019, c. 10. Sections 5, 44, 51, and 52. [Accessible Canada Act] (https://laws-lois.justice.gc.ca/eng/acts/A-0.6/).