



Customer Service Standards - Providing Goods and Services to People with Disabilities

The mission of Symantec Canada (the “Company”) is to help consumers and organizations secure and manage their information-driven world. In fulfilling our mission, the Company strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The Company is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as follows:

1. Communication. We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

2. Telephone services. We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

3. Assistive devices. We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

4. Billing. We are committed to providing accessible bills, receipts and invoices to all of our customers. For this reason, such documents will be provided in the following formats upon request: hard copy, email. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

5. Service animals and support persons. We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Company’s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6. Notice of temporary disruption. The Company will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.



7. Training for staff. The Company will provide training to all employees, volunteers, agents and others who deal with the public or other third parties on the Company's behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will include the following:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices that are available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the Company's goods and services
- Symantec's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will be trained as soon as practicable after the staff member is assigned the applicable duties and staff will also be trained on an ongoing basis when changes are made to policies, practices and procedures governing the provision of goods or services to persons with disabilities. The Company will keep records of the training provided, including the dates on which the training is provided and the number of Staff trained.

8. Feedback process. The Company welcomes and appreciates comments from customers on how well their expectations are being met. Feedback regarding the way the Company provides goods and services to people with disabilities can be made by email to accessibility@symantec.com. All feedback, including complaints, will be directed to accessibility@symantec.com. Customers can expect to hear back within two (2) business days.

9. Modifications to this or other policies. We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Company that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

10. Questions about this policy. This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, questions may be directed to accessibility@symantec.com.