



# Accessibility Policy



AppLogic Networks is committed to excellence in serving all people including customers, associates, potential candidates, vendors, consultants including people with disabilities. We commit to the best practice of improving opportunities for people with disabilities.

## Scope

This policy applies to all our Ontario based associates, potential candidates, customer, vendors, consultants, within the Waterloo office and people in remote locations.

## Policy

Our accessibility plan and policy are designed to be in compliance with the Accessibility for Ontarian Disability Act (AODA) and is submitted to the Government of Ontario as per the regulations. This policy outlines procedures and actions AppLogic Networks has in place to improve opportunities for people with disabilities.

### A. Assistive Devices

AppLogic Networks ensures all associates are familiar with various assistive devices through training. Devices can vary from assistive, to adaptive and/or rehabilitative devices to assist a person with disabilities.

### B. Communication

Everyone at AppLogic Networks needs to use their training to communicate with people with disabilities (whether they are internal or external to AppLogic Networks) in a manner that respect their disability.

### C. Service Animals

AppLogic Networks welcomes people with disabilities and their service animals into our workplace when needed. Service animals are allowed on in our premises. AppLogic Networks may ask the person if it is not readily apparent the service animal (i.e. guide, hearing or service animals) is relating to one's disability, for documentation from a regulated health professional to confirm the animal is a service animal. If an associate is unsure asking someone for documentation, please consult your local HR Business Partners.

### D. Support Persons

AppLogic Networks is happy to accommodate a person with a disability who is accompanied by a support person. The person with a disability is allowed to have the person accompany them on our premises. The support person is important for the person with a disability to access our company, or assist with day to day tasks or protect their health and safety. Support persons may be subject to the same security measures as the customer/visitor they are accompanying. We will notify people of this by posting a notice in the Reception area.



#### E. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for anyone with disabilities who are known to be accessing our site, AppLogic Networks will notify them promptly. For someone who may not be expected to access our site, a notice will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

#### Training

AppLogic Networks will provides annual accessible customer service training to all associates and volunteers. All Associates are aware of Accessibility policies and practices, and complete new hire training within the first month of hire. Associates will review the Accessibility when changes are made to our accessible customer service plan.

Training will include:

- An overview 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 available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing AppLogic Networks' goods and services

#### Feedback Process

Customers who wish to provide feedback on the way AppLogic Networks provides goods and services to people with disabilities can provide feedback, via phone to (519) 880-2600, email at [info@applogicnetworks.com](mailto:info@applogicnetworks.com), or writing to AppLogic Networks at 410 Albert St., Waterloo, ON N2L 3V3.

All feedback, including complaints will be handled by Human Resources, and you can expect to hear back within ten (10) business days in the manner within which the feedback was original communicated or takes into account the person's accessibility needs due to disability.

#### Accommodation

The newly hired associate who has a disability, or any current associate who acquires a disability and is requesting an accommodation is responsible for notifying Human Resources and their Manager in writing that they require individualized accommodation plan.

#### Notice of Availability

AppLogic Networks will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in our Reception area.

#### Accessible Format

All of our policies, procedures and other documents are available in accessible formats. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities; communication supports may include, but are not limited to, captioning, alternative and



augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Request for accessible formats can be via:

- phone to (519) 880-2600,
- email at [info@applogicnetworks.com](mailto:info@applogicnetworks.com) (enter the word Accessibility in the subject line) or,
- writing to AppLogic Networks at 410 Albert St., Waterloo, ON N2L 3V3.

All accessible format request will be handled by Human Resources and you can expect to hear back within ten (10) business days. AppLogic Networks will make reasonable efforts to provide a response in the same format that the feedback was received.

### Modifications to this or Other Policies

This policy, related policies and the AppLogic Networks' – Multi-Year Accessibility Plan outlines AppLogic Networks' strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations. Any policy, practice or procedure of AppLogic Networks that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

### ABOUT APPLOGIC NETWORKS

AppLogic Networks' cloud-based App QoE portfolio helps customers deliver high quality, optimized experiences to consumers and enterprises. Customers use our solutions to analyze, optimize, and monetize application experiences using contextual machine learning-based insights and real-time actions. Market-leading classification of more than 95% of traffic across mobile and fixed networks by user, application, device, and location creates uniquely rich, real-time data that significantly enhances interactions between users and applications and drives revenues. For more information visit <https://www.applogicnetworks.com> or follow AppLogic Networks on X @AppLogic Networks.



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