

Cyxtera's Accessibility Feedback Process

Cyxtera is committed to improving accessibility for everyone, especially those with disabilities. This accessibility feedback process is provided in accordance with the Accessible Canada Act and the CRTC's Accessibility Reporting Regulations.

Person Designated for Receiving Feedback

The designated persons responsible for receiving accessibility feedback on behalf of Cyxtera Technologies are:

Ingrid Nickolaus

Ethics and Legal Compliance Manager
ingrid.nickolaus@cyxtera.com

Aviva Wernick

Associate General Counsel
aviva.wernick@cyxtera.com

Methods of Providing Feedback

To provide feedback on accessibility or to request a description of our accessibility feedback process in an alternative format (large font or audio), please contact us using one of the following channels:

By telephone:

Cyxtera customer service
1-800-884-3082*

* Select Option 1, then
choose Option 1 again

By mail:

Cyxtera Technologies
Attn: Ethics and Legal Compliance
BAC Colonnade Office Towers
2333 Ponce De Leon Blvd, Suite 900
Coral Gables, FL 33134

By email:

ethics@cyxtera.com

Anonymous Feedback

You may submit your feedback anonymously (without providing personal information). Anonymous feedback will be considered on an equal basis with any other feedback that we receive. However, we cannot acknowledge the receipt of anonymous feedback.

Confidentiality

The personal information of those who provide feedback will remain confidential in accordance with our privacy policy at [Cyxtera Technologies' General Privacy Policy](#).

Acknowledgment of Receipt

We will acknowledge receipt of your feedback and will consult with anyone requesting documents or information in an accessible format, unless you have communicated with us on an anonymous basis. Where possible, concerns will be addressed immediately. Some concerns, however, may require more time and consideration.

Alternative Formats

Accessible formats of this document are available upon request. Please contact us via one of the channels mentioned above.