

ADVANCING SERVICE. STRONGER CONNECTIONS.



CAV-ACS

2025 ANNUAL REPORT

TABLE OF CONTENTS

MESSAGES FROM THE BOARD CHAIR AND CEO.....3

ABOUT CAV 4

GOVERNANCE.....5

2025 YEAR IN REVIEW 7

CHARTING A COURSE FOR THE FUTURE 9

STRATEGIC PLAN 2025-2030 11

CUSTOMER SERVICE AND OUTREACH.....13

NEW VRS POLICY 22

COMMUNICATIONS AND PUBLIC RELATIONS.....23

TECHNOLOGY AND SERVICE DELIVERY 25

LOOKING AHEAD TO 2026 27

APPENDIX: KEY PERFORMANCE INDICATORS 28

2025 FINANCIAL STATEMENTS 36

Link for the [ASL version](#)

MESSAGES FROM THE BOARD CHAIR AND CEO



It was an honour to be appointed Chair of the CAV Board of Directors in April. I am proud to be part of the ecosystem that drives **Canada VRS**.

I would like to recognize the fine work of David Joseph, the outgoing CAV Chair. We have benefited greatly from his leadership and stewardship of CAV's resources since 2018 and are fortunate that he continues to serve on the Board as an LSQ Director.

This year we appointed the first DeafBlind Board member as a Permanent Invitee. In the coming year, our goal will be to create two new voting Board member positions open to DeafBlind and Indigenous Canadians. These perspectives will contribute to improving and enhancing **Canada VRS** while making it more accessible and inclusive.

CAV achieved a major milestone this year by completing our first-ever 5-year strategic plan, enabling us to forge a confident path for our future.

I am proud of this year's successes and am confident we will continue to deliver inclusive, accessible and innovative services for Deaf, DeafBlind and Hard-of-Hearing Canadians.

Mark Kusiak

Chair of the Board of Directors



The theme that guided our many actions this year was 'Advancing Service - Stronger Connections'. We chose to repeat the previous year's theme for a simple reason: achieving these goals remains a work in progress.

This has been a transformative year. In February, the Canadian Television and Telecommunications Commission (CRTC) issued a new regulatory policy for CAV and **Canada VRS**.

Even as we devoted time to addressing the CRTC's new policy requirements, we continued to shape and build our organization to respond to and anticipate CAV's operational requirements.

Our many actions taken in 2025 were reflected in the positive feedback we received from our annual Customer Satisfaction Survey, details of which you can find in this report.

Saying thanks feels inadequate to express how grateful I am to so many people – the CAV staff, Board of Directors, stakeholder groups, and so many more.

Most of all, I am grateful to our customers for their continued trust and support.

Suzanne Laforest

CEO and Executive Director

ABOUT CAV

VISION

A connected Canada where people can reliably communicate across signed and spoken languages.

MISSION

Evolve inclusivity and diversity in telecommunications by collaborating with communities and partners to deliver an accessible, high-quality, and equitable Video Relay Service.

MANDATE

To design, implement and oversee the delivery of a national VRS in Canada to all individuals who use ASL and LSQ as their primary language of communication due to a disability.

This mandate is provided by the Canadian Radio-television and Telecommunications Commission in Telecom Regulatory Policy 2025-54.

VALUES

Accessibility
Reliability
Excellence
Collaboration
Innovation

The Canadian Administrator of Video Relay Service (CAV), Inc., is a not-for-profit telecommunications services company with a mandate from the Canadian Radio-television and Telecommunications Commission (CRTC) to design, implement and oversee the delivery of Video Relay Service (VRS) in Canada.

Canada VRS enables Sign language users (ASL or LSQ) and voice telephone users (English or French) to communicate with each other. A VRS

call involves three parties: the caller, the person receiving the call, and the video interpreter. The video interpreter relays the conversation from sign language to spoken language and vice versa.

CAV and its Board of Directors are responsible for Canada's national VRS, **Canada VRS** which was launched September 28, 2016, and is available 7 days a week, 24 hours a day, 365 days a year.

GOVERNANCE

THE 2025 CAV BOARD OF DIRECTORS

CAV's Board of Directors provides management with fiduciary guidance and advice. It guides the overarching direction of CAV in close collaboration with the Executive Director to ensure the organization fulfills its vision and mission to empower Deaf and Hard-of-Hearing Canadians in their daily lives.

CAV's Board members come from diverse backgrounds, including users of **Canada VRS** who represent various stakeholder groups as well as ASL and LSQ communities across Canada. They have professional experience and expertise in a variety of fields, including telecom, legal, medical, finance, and sign language interpreting. Together, its members are committed to maintain the highest quality standards to enhance the communication experiences of the Deaf and Hard-of-Hearing community across Canada.

In April, Mark Kusiak was appointed Chair of the Board of Directors and invited to serve a second 3-year term as the Deaf and Hard-of-Hearing ASL/LSQ Director on the Board.

Mark has a background as a pharmacist overseeing

pharmacy operations, human resources, policy development and financial management which includes key performance indicators and inventory control. He is also active in volunteer leadership within the Deaf sport community.

Mark succeeded David Joseph, who had served as Board Chair. David has served in that role from 2021 to 2025 and continued to serve on the Board as a Deaf and Hard-of-Hearing LSQ Director.

Ruth Altman, Director of Telecommunications Service Providers (TSPs), was reappointed to a second term. In addition, the ASL interpreter stakeholder group has re-elected Carla Dupras to serve another term.

At the end of the year, the CAV Board of Directors was pleased to welcome Christine "Coco" Roschaert, the first DeafBlind Board member. This appointment as Permanent Invitee reflects the commitment by CAV in its Strategic Plan 2025-2030 to expand awareness and inclusion opportunities for access to **Canada VRS**.

Coco holds a Bachelor of Communications degree from Gallaudet University. She is a DeafBlind advocate, speaker and trainer with more than 20 years of experience advancing accessibility and inclusion across Canada.

CAV BOARD OF DIRECTORS



Suzanne Laforest
CEO and
Executive Director



Mark Kusiak
Deaf and Hard-of-
Hearing ASL/LSQ
Director and Board
Chair



**Siyámotsiya
Paula Wesley**
Deaf and Hard-
of-Hearing ASL
Director



Kate Southwell
Telecommunications
Service Provider
Director



Ruth Altman
Telecommunications
Service Provider
Director



**Geneviève
Bujold**
LSQ Interpreter,
Permanent Invitee



Darlene Halwas
Independent
Director



David Joseph
Deaf and Hard-
of-Hearing LSQ
Director



**Christine "Coco"
Roschaert**
DeafBlind
Permanent Invitee



Carla Dupras
ASL Interpreter
Permanent Invitee



**Gwen
Beauchemin**
Independent
Director

CAV BY-LAW AMENDMENTS

In August, CAV filed a report to the CRTC focused on by-law amendments to incorporate the creation of two new stakeholder groups – DeafBlind and Indigenous – effective August 11, 2025. This included opening two new positions on the CAV Board of Directors as Permanent Invitees, increasing the total Permanent Invitees from two to four.

A study will be conducted and published in 2026 to determine if CAV's Board of Directors could be modified to include voting positions for DeafBlind and Indigenous Directors while maintaining the balance of the Board.

2025 YEAR IN REVIEW

Advancing Service – Stronger Connections – the theme that guided CAV’s actions this year, was carried over from 2024 because this work was ongoing and remained highly relevant.

The most significant impact on CAV’s direction and operations was the new CRTC policy for CAV and **Canada VRS**, and CAV’s first-ever 5-year Strategic Plan. CAV is resolved to align closely with the CRTC’s requirements and to respond with proposed actions in its own plan. These are sweeping in scope, ranging from modernizing technologies and apps, to expanding access to services, and redoubling efforts to connect with stakeholders, services providers and customers.

A priority in 2025 was improving the quality and reliability of the technology platform that drives **Canada VRS** services. A Request for Information (RFI) CAV issued to service providers in late 2024 was intended to explore emerging platform technologies and capabilities and how they can be leveraged to advance the quality of **Canada VRS** for customers. The results of the RFI informed a Request for Proposal (RFP) published in December 2025 for VRS platforms and supporting services aimed to implement improvements to the customer experience.

Bringing the **Canada VRS** customer service function in-house at the beginning of the year, followed later by the merger of the Customer Service and the Outreach teams, marked a new chapter in CAV’s relationship with its customers. Building a more integrated practice strengthened planning and accountability, internal capacity with new resources and skills. This improved insight into the user experience; and fostered more direct and stronger customer connections.

KEY PERFORMANCE INDICATORS

CAV monitors several key performance indicators such as number of registered **Canada VRS** users, growth in the use of services, customer call patterns, number of call hours, types of calls including 9-1-1 and 9-8-8. All these metrics, and more, inform CAV about the needs of its customers and opportunities for improvements and innovation. They also contribute to valuable insight toward decision-making and planning throughout the year, as well as meeting reporting requirements to the CRTC.

For detailed information on key performance indicators, see the **Appendix**.

A TIME TO CELEBRATE

Every year, CAV staff take a little time from their busy schedules to invite customers, stakeholders and special guests to celebrate their service anniversary. To mark the 9th year of **Canada VRS** and in the spirit of the “stronger connections” theme, the staff travelled to Montreal on September 27, to celebrate how VRS contributes to the vibrant culture of the Deaf and Hard-of-Hearing community.

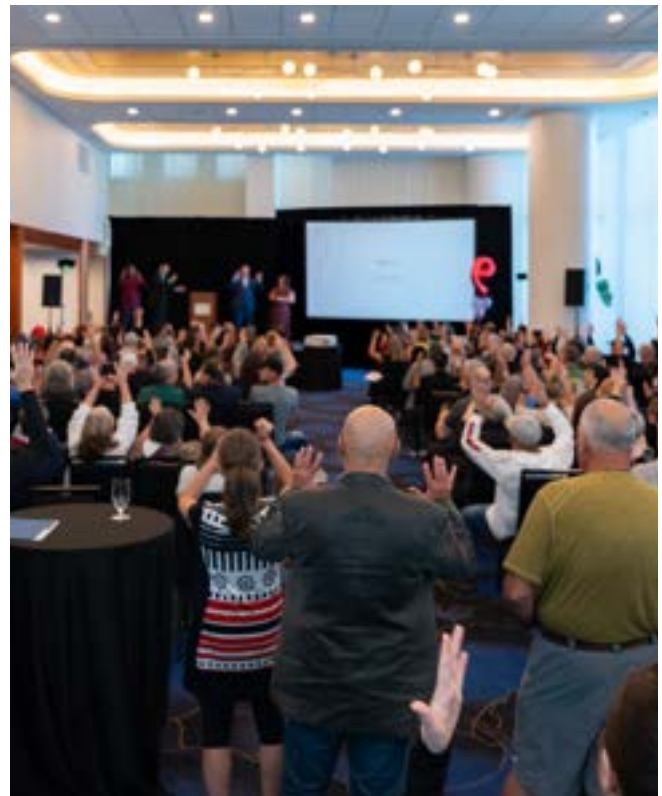
CAV provided a virtual streaming option for people across Canada to join the celebration if they could not attend in person. Whether in person or virtual, the celebration is a reminder of the rightful place of **Canada VRS** among our country’s successful telecommunications services and how the service reaches into every region in Canada.



Montreal was the host city for the 9th anniversary of Canada VRS in 2025.



Members of the LSQ Community having fun at the Canada VRS anniversary party.



Guests applaud as CAV leaders share stories and plans for Canada VRS.

HONOURING OUR LEADERS

Hard work and dedication often go unnoticed. However, in 2025 some of CAV's leaders were deservedly honoured with the prestigious King Charles Coronation Medal, which is bestowed to persons who "have made a significant contribution to Canada or to a particular province, territory, region or community of Canada ..."

David Joseph, the former Chair of the CAV Board of Directors, and Suzanne Laforest, CEO and Executive Director, were recognized as leaders in Canada's Deaf and Hard-of-Hearing community and for their commitment to advance **Canada VRS**. David and Suzanne were among only a small group of 25 Deaf and Hard-of-Hearing Canadians proposed by the Canadian Association of the Deaf (CAD-ASC) to receive the honour. In addition, the medal was bestowed on Dr. Jessica Dunkley, British Columbia's first and only Deaf doctor who also served as a member of CAV's Board of Directors

from 2018 to 2024. CAV extends its thanks to the CAD-ASC who nominated them. They, along with their peers who received the award, are an inspiration not just for their work in the communities they serve, but to all Canadians.



CHARTING A COURSE FOR THE FUTURE

A new roadmap for the future of **Canada VRS** and CAV was charted in 2025 with historic actions from both the Canadian Radio-television and Telecommunications Commission (CRTC) and CAV. They share a similar vision and goals: to improve video relay service in Canada and make it more inclusive.

TELECOM REGULATORY POLICY CRTC 2025-54

In February, the CRTC published a new regulatory policy for video relay service (VRS Policy) in Canada to ensure it continues to operate, maintain and enhance VRS to meet the needs of its users into the future. When the original policy was established in 2014, the CRTC laid a foundation to eliminate barriers and enhance the lived experiences of persons who would come to rely on VRS to connect, communicate and belong.

Updating the VRS policy began in 2021 and included consultation with a broad range of individuals and groups including CAV, **Canada VRS** users, telecommunications service providers and organizations representing the Deaf, Hard-of-Hearing and DeafBlind communities.

In its new VRS policy, **“the Commission’s intention ... is to advance five specific objectives – inclusivity and diversity, advancing reconciliation with Indigenous peoples, usability, transparency, and accountability – while ensuring the CAV continues to have the flexibility and resources to connect Canadians”**.

The VRS policy identifies several new minimum requirements that CAV must meet in addition to the specific objectives. Some of these include:

- engage on an ongoing basis with current or potential VRS users whose primary language is ASL or LSQ, and who are Indigenous, to better understand their specific needs
- develop an updated outreach and education plan to encourage the adoption of VRS by users with and without disabilities, including hearing individuals (example: the public), businesses, and institutions (example: financial institutions)
- file a Secretary General letter specifying the amount of funds needed from the National Contribution Fund for the next calendar year, not exceeding the cap of \$41 million
- make access to information about planned outages and system statistics prominent on its website
- provide access to 9-1-1 and 9-8-8 calling service 24 hours a day, 7 days a week

CAV'S RESPONSE TO THE VRS POLICY

During the CRTC's process to review **Canada VRS**, it was noted that the contract term for CAV's VRS platform provider is coming to an end. A Request for Information (RFI) process would enable CAV to refine and update its understanding of VRS technologies and services in the Canadian marketplace.

In advance of the new VRS policy, CAV issued a Request for Information and Qualifications (RFIQ), in December 2024, to explore current market offerings for VRS platforms and supporting services. With a goal to gather feedback and information from providers on VRS platform solutions, the RFIQ process would also pre-qualify respondents to participate in a formal procurement process, depending on the outcomes and if CAV proceeds with a competitive request for proposal (RFP).

The results of the RFIQ were informative when they were received in early 2025. They determined there was a competitive marketplace in Canada that can deliver existing services offered, features, and functionality of **Canada VRS**, as well as the ability to meet community requirements. This information supported CAV's decision to proceed with the development of a competitive RFP process.

CAV issued an RFP for VRS and Video Technology Platform Provider (VTPP) services in December 2025. It was the natural next step in the series of intentional actions the organization has taken to improve the quality and reliability of the VRS platform and services.

Bid submissions to the RFP issued in December were limited to proponents who met the eligibility requirements during the RFIQ process. CAV is committed to assess the results in early 2026 and share details when they become available.

“BEFORE VRS, I HAD TO GO TO THE STORE TO SEE IF THE ITEM I WANTED TO BUY WAS AVAILABLE. IF IT WASN'T, I HAD TO GO TO ANOTHER STORE. WITH VRS, I CAN CALL THE STORE BEFOREHAND INSTEAD OF GOING FOR NOTHING. SINCE VRS IS AVAILABLE, I AM IN LOVE WITH VRS! I USE IT ALMOST EVERY DAY. IF VRS STOPPED TO EXIST, I WOULD BE DISCOURAGED BECAUSE I NEED IT.”

Pierre Pigeon, Saint-Lambert, QC, LSQ user



STRATEGIC PLAN 2025-2030

In early summer, CAV embarked on the development of its first-ever 5-year Strategic Plan, marking a new and pivotal direction for **Canada VRS**. The plan, covering the period 2025-2030, was designed to guide CAV's growth, strengthen its impact, and ensure **Canada VRS** continues to evolve to deliver high quality and trusted service to all people living in Canada who use ASL and LSQ as their primary language.

CAV integrated the requirements and expectations of the new CRTC policy into every stage of its strategic planning process. Equally important was to ensure the plan reflected the voices, priorities and lived experiences of the more than 150 individuals who shared their input during CAV's strategic planning process.

Discussions with the **Canada VRS** ecosystem were critical in gaining an understanding of the opportunities, challenges, and expectations that will shape the coming years.



- Interviews with CAV's Board of Directors and Leadership Team;
- Focus groups with ASL and LSQ **Canada VRS** users, Telecommunication Service Providers, and CAV staff;
- Interviews with Video Interpreter Provider Managers and the Video Platform Provider;
- Interviews with ASL, LSQ, and hearing Canada VRS users, including DeafBlind and Indigenous users; and
- A digital survey for Video Interpreters.

Together with stakeholder perspectives, the Strategic Plan was also developed to reflect CAV's core values; namely, the principles and behaviours that guide how the organization operates and makes decisions. These values include commitments to accessibility, reliability, excellence, collaboration and innovation.

“VRS PLAYS AN ESSENTIAL ROLE IN BOTH OUR DAILY LIVES AND OUR BUSINESS OPERATIONS. THROUGH OUR CHOCOLATE BUSINESS, WE REGULARLY INTERACT WITH DEAF CUSTOMERS WHO USE ASL AND LSQ. IT ALSO ALLOWS US TO BETTER SERVE OUR CUSTOMERS AND ENSURES THAT EVERYONE FEELS INCLUDED AND UNDERSTOOD WHEN INTERACTING WITH OUR BUSINESS. WE TRULY APPRECIATE THE IMPORTANT WORK THAT VRS DOES FOR THE DEAF COMMUNITY.”

Sera and Stephanie Kassab, Co-Founders of Tefi Chocolats

THREE STRATEGIC DIRECTIONS

CAV's consultation efforts resulted in three strategic directions to guide the organization and the future of **Canada VRS** from 2025 to 2030. They are:

1

Deliver an exceptional VRS experience

Continuously enhance platform performance, VI support, and ASL and LSQ community engagement to ensure **Canada VRS** remains reliable, inclusive, and responsive to evolving needs.

- Enhance the reliability, resilience, and user experience of the **Canada VRS** platform.
- Sustain and support a skilled Video Interpreter workforce.
- Continuously improve **Canada VRS** through engagement, learning, and innovation.

2

Foster a strong, sustainable, and accountable organization

Ensure CAV has the strategy, structure, leadership, and risk management practices needed to achieve operational excellence, support its people, and deliver **Canada VRS** with stability and confidence.

- Strengthen CAV's organizational structure and practices to support an effective and high-performing team.
- Enhance the quality and accessibility of **Canada VRS** customer service.
- Advance organizational maturity to strengthen CAV's capacity, accountability, and long-term sustainability.

3

Expand inclusion and awareness

Ensure more people across Canada know about, understand, and can access **Canada VRS**.

- Collaborate with Indigenous peoples and people who are DeafBlind to strengthen access to and use of **Canada VRS**.
- Increase awareness and understanding of **Canada VRS**.
- Strengthen CAV's national leadership in VRS and the adoption of VRS in society.

The new 5-year Strategic Plan has breathed energy and commitment into building a stronger **Canada VRS** with improved quality of service and user experience. For CAV, the plan provides a new path to become more resilient and forward-looking. In the coming five years, CAV will redouble its efforts to increase emphasis on awareness, accessibility, and inclusion.

CUSTOMER SERVICE AND OUTREACH

Building on momentum that began in 2024, the CAV Customer Service team continued to transform dramatically in 2025 to align strategically with the operational priorities of the organization while advancing service and building stronger connections for **Canada VRS** customers.

CUSTOMER SERVICE – A PILLAR OF THE CAV STRATEGIC PLAN

In CAV’s Strategic Plan – 2025-2030, one of the three directions – Foster a strong, sustainable and accountable organization – includes a goal to “enhance the quality and accessibility of **Canada VRS** customer service”.

The plan states that in the coming years CAV will “continue implementing CAV’s customer service improvement priorities to strengthen systems, tools and processes that ensure responsive, reliable and accessible support for users”. It will also “advance training and quality standards for customer service staff to deliver consistent, accurate and user-centred support in every interaction”.

Types and Numbers of Customer Service Inquiries

This table provides information about customer service tickets submitted for **Canada VRS**.

[Figure 1]

TICKETS IN THE FOUR CATEGORIES		
General feedback	668	9%
Application functionality	1627	22%
Login and registration (account maintenance)	3169	42%
Features and policies	2082	28%
TOTAL	7546	100%

EXECUTING A SUCCESSFUL TRANSITION

In January, the transition of the Customer Service team from IVèS to CAV – initiated the previous year -- was completed. IVèS, a company with head offices in Montreal and France, had been providing CAV with the **Canada VRS** technology platform, customer service, and technical service support since the service launched in 2016.

Bringing the customer service function in-house and building a tailored practice for **Canada VRS** helped:

- strengthen internal capacity with new resources and skills
- acquire deeper insight into the user experience
- foster stronger connections with VRS users
- enable greater oversight of the ticketing process
- streamline and improve communication with customers and CAV’s leadership team
- integrate customer service staff into the CAV strategic planning function
- enhance career development opportunities for customer service staff

TRANSFORMATION CONTINUES

In mid-2025, the Customer Service and Outreach teams merged to form a unified department.

The two teams had already been working together since the customer service team transitioned from Ivès to CAV earlier in the year. Once the merger was completed, they pursued their shared goals to improve the service experience for **Canada VRS** customers across Canada. The changes are already resulting in:

- more streamlined experience for community members
- stronger coordination between technical support, and service awareness and education
- continued commitment to accessible, high-quality service

Outreach activities were strong throughout the year. The team traveled from coast to coast meeting diverse groups. Among them were Deaf students, where the team promoted opportunities to foster strong, lifelong and meaningful connections with family, peers and future employers.

A priority of outreach activities was to conduct tours in Quebec to deepen engagement with the LSQ community and to listen to their needs and strengthen relationships. Communications team members also visited Montreal to collect VRS stories and images of LSQ community members.



Types and Numbers of Outreach Activities or Events

This table captures outreach, events and activities by type, as well as the number of participants. Audiences included the Deaf community, Deaf seniors, parents, and Deaf and Hard-of-Hearing volunteers.

[Figure 2]

ACTIVITY OR EVENT	NUMBER OF PARTICIPANTS
4 events with Canada VRS booths	3,724
3 hybrid events	55
5 webinars	127
9 school presentations	238
21 presentations at mini events (held prior to major events)	448
TOTAL	4,592

OUTREACH AND EDUCATION GOALS

The evolution of the Customer Service team in 2025 is enabling CAV to make good on commitments to increase inclusion and awareness for existing and new **Canada VRS** customers.

In 2025, CAV updated its Outreach and Education Plan and is currently described in CAV’s Strategic Plan (2025-2030). This work responded to the new CRTC policy requiring CAV to increase awareness of **Canada VRS** by developing a plan within one year of the publication of the policy. It also reflects CAV’s commitment to “inclusion and awareness” in its Strategic Plan 2025-2030. The third of the plan’s three priority goals is to ensure more people across Canada know about, understand and can access **Canada VRS**.

In 2025 during an extensive consultation process, when CAV undertook the development of its Strategic Plan, stakeholders shared that many Indigenous and DeafBlind community members experience barriers when trying to use **Canada VRS**. Awareness of the service is limited and there are accessibility challenges with current tools. The feedback CAV received reinforced its commitment to engage with these communities to better understand their experiences and ensure **Canada VRS** is as accessible as possible for potential users.

In its research, CAV learned that awareness is low among many public services, businesses and institutions related to how **Canada VRS** works. This can lead to call refusals or situations in which callers or video interpreters must repeatedly explain the service.

To support awareness in the public and private sectors, direct dialing services using 6-digit numbers that only work with the **Canada VRS** app have been in place since 2023. When a VRS user calls a government or service such as the Canada Revenue Agency or their bank, the call is directed to a call centre agent familiar with VRS. This reduces wait times and hang-ups and promotes efficient use of **Canada VRS** interpreters.

CAV will capitalize on opportunities to build greater awareness of **Canada VRS** among both targeted and general audiences as well as stakeholders. The research CAV conducted, together with its updated Outreach and Education Plan, provide focus to strengthen partnerships with potential new customers, as well as government and private sector services.

CAV is committed to maintaining open communication with its partners and the people it provides services to. It will continue to engage with VRS users, video interpreters, video interpreter providers and other interested parties as the Outreach and Education Plan is implemented. CAV will ensure its Communications team and all staff understand their role in implementing the Plan.

CUSTOMER SATISFACTION SURVEY RESULTS

The best way to get a pulse on what customers think about your service is to ask them. CAV conducts a customer satisfaction survey annually to understand how they use the **Canada VRS** service, their satisfaction with it, how they feel it could be improved, and where barriers may exist in using the service to its fullest.

The 2025 survey was conducted between October 21 and November 13. It was available to all 10,592 registered customers at the time and had an 11% response rate, with 1,161 customers completing the survey (859 ASL and 302 LSQ).



Overall Customer Satisfaction

After a minor decline in 2024 overall satisfaction results, 92% of respondents in 2025 rated their **Canada VRS** experience as excellent and good.

[Figure 3]

YEAR	OVERALL SATISFACTION	ASL	LSQ
2025	92%	91%	94%
2024	90%	89%	91%
2023	92%	92%	94%
2022	85%	83%	90%

SURVEY HIGHLIGHTS

The following results reflect frequency of calls – monthly or more often.

Health-Related Calls

[Figure 4]

2024	65%
2025	67%

Places Where Canada VRS is Used

[Figure 5]

YEAR	AT HOME	ON THE GO
2024	91%	39%
2025	92%	39%

Connection Usage Methods: WiFi, Data, or Both

[Figure 6]

WIFI ONLY				
YEAR	AT HOME	AT WORK	AT SCHOOL/COLLEGE/UNIVERSITY	ON THE GO
2025	58%	36%	26%	12%
2024	59%	32%	24%	12%
DATA ONLY				
YEAR	AT HOME	AT WORK	AT SCHOOL/COLLEGE/UNIVERSITY	ON THE GO
2025	4%	16%	17%	28%
2024	4%	18%	13%	29%
BOTH				
YEAR	AT HOME	AT WORK	AT SCHOOL/COLLEGE/UNIVERSITY	ON THE GO
2025	36%	47%	57%	58%
2024	34%	48%	59%	57%

SUGGESTIONS TO IMPROVE ACCESSIBILITY

No improvement needed: 73%
Have a suggestion to improve accessibility: 27%

[Figure 7]

AREAS OF IMPROVEMENT	
Fix technical problems (bugs, crashes, freezing, etc.)	32%
Improve / have more notifications for incoming calls	17%
Increase interpreter availability and reduce waiting time	16%
More knowledgeable / professional / respectful interpreters	16%
Improve technical quality of videos	13%
Update the app interface and provide more customization options	11%
Add option of VRS calls for in-person communications	10%

Customer Service
(overall satisfaction)

[Figure 8]

2024	87%
2025	88%

Rating of excellent and good

Video Interpreter Quality
(overall satisfaction)

[Figure 9]

2024	92%
2025	92%

Rating of excellent and good

Technical Quality
(overall satisfaction)

[Figure 10]

2024	89%
2025	90%

Rating of excellent and good

In a Nutshell...

- 1** **Canada VRS** satisfaction scores (overall, VI quality, technical quality, and customer service) continue to remain highly favourable.
- 2** The attachment to **Canada VRS** continues to be strong.
- 3** **Canada VRS** is predominantly used at home, but over half use it in at least two different locations.
- 4** **Canada VRS** is most frequently used for health-related calls.
- 5** WiFi is the dominant method for using **Canada VRS** at home, while the combination of WiFi and data is the preferred choice in other settings.
- 6** All communication channels receive high satisfaction ratings, with email and e-newsletters being the most accessed.
- 7** Almost all users express a wish to be notified about planned and unplanned outages, with email being the primary preference. Moreover, the desire to be notified on average through at least two channels highlights the need to continually improve all communication channels.
- 8** While most users consider **Canada VRS** accessible, suggested areas for improvement include fixing technical problems, improving call notifications, and increasing interpreter availability and training.

For more information about the Customer Satisfaction Survey, visit [Research Studies - Canada VRS](#)

GOVERNMENT AND INDUSTRY INITIATIVES

Breaking down barriers between Deaf and Hard-of-Hearing Canadians and the services they need to access every day has been a priority for CAV since **Canada VRS** was launched in 2016.

With a new Strategic Plan for the next five years, CAV has renewed this priority with a goal to increase awareness and understanding of **Canada VRS** by expanding access to key sectors, including government and financial services.

“USERS, VIDEO INTERPRETERS, AND PARTNERS NOTED THAT MANY PUBLIC SERVICES, BUSINESSES, AND INSTITUTIONS STILL DO NOT UNDERSTAND HOW **CANADA VRS WORKS. THIS CAN LEAD TO CALL REFUSALS OR SITUATIONS WHERE CALLERS OR VIDEO INTERPRETERS MUST EXPLAIN THE SERVICE. THIS HIGHLIGHTS AN OPPORTUNITY FOR CAV TO INCREASE TARGETED AND GENERAL EDUCATION AND OUTREACH TO REDUCE THESE CHALLENGES.”**

CAV Strategic Plan 2025 – 2030

CAV’s work to break down barriers to communication reflects the CRTC’s new regulatory policy, which requires CAV to update its Outreach and Education Plan “to encourage the adoption of VRS by users with and without disabilities, including hearing individuals (e.g. general public), businesses, and institutions (e.g. financial institutions)”.

In 2025, CAV continues to work collaboratively with industry by adding RBC and Bell Canada to its growing list of dedicated VRS numbers. In addition, CAV’s social media platforms were leveraged to build awareness about the organizations signing on to make it easier for Deaf and Hard-of-Hearing callers to connect through VRS, and to reach customer service agents familiar with **Canada VRS**, thus enhancing accessibility and customer service experience overall.



CONSUMER CONSULTATION PANEL

Since 2023, the Consumer Consultation Panel (CCP) has been a successful forum for CAV to meet with registered stakeholder group

representatives to exchange ideas and concerns about **Canada VRS**. Held twice a year—in Spring and Fall—the CCP is a powerful way to build stronger and trusted connections with VRS users while gaining insight to advance service quality.



Chris Kenopic, Facilitator

CAV Staff:

- **Suzanne Laforest**, CEO and Executive Director
- **Paula Bath**, Director of Regulatory Compliance and Strategy
- **Chad Taylor**, Chief Digital Officer

CCP Members or Representatives (Present):

- **Connie Russell**, (Silent Voice Canada Inc.)
- **Richard Belzile** (Canadian Association of the Deaf)
- **Anthony Cashin**, (Canada Deaf Grassroots Movement)
- **Pengchao Shao**, (Greater Vancouver Association of the Deaf)
- **Jeffrey Beatty**, (Deaf Wireless Canada Consultative Committee)
- **Todd Tobin**, (Ontario Cultural Society of the Deaf)
- **Natasha ‘Courage’ Bacchus**, (Ontario Deaf Sports Association)
- **Terri Nolt** (Deaf-Blind Planning Committee)

NEW VRS POLICY

During the May meeting, the CCP agenda focused on the CRTC's new VRS policy for CAV with discussions and questions on a broad range of topics.

CAV briefed the CCP on the CRTC's new policy requirement to add two new Permanent Invitee positions on the CAV Board of Directors representing DeafBlind and Indigenous stakeholder groups. By the end of 2025, a DeafBlind Board member was appointed and the search continued for an individual to represent Indigenous perspectives.

A CCP committee member asked questions about Internet connectivity issues in public spaces and interest in **Canada VRS** features such as a call notification system. Both service-related items are expected to be addressed as part of the RFP for a VRS platform and related services provider in 2026. After the implementation of VRS Platform upgrades, resulting from CAV's RFP, CAV intends to move forward with delivering on the CRTC's expectation to offer compatible **Canada VRS** call notification devices to VRS customers who request it.

Members also raised questions about communication of planned outages and improvements to customer service ticket management.

ADDRESSING SERVICE OUTAGES

In consultations and meetings with **Canada VRS** customers, CAV recognizes their interest in receiving advance notification of planned service outages.

CAV defines a planned outage as a planned service interruption that impacts a VRS user's ability to send or receive VRS calls and is required by CAV's technology provider to complete system testing, repair, and maintenance.

While detailed information about emergency calls is available on the **Canada VRS** website and a critical upgrade to the VRS system was made in March to eliminate the impact of service interruptions caused by daily reboots, CAV is committed to do more to improve the VRS

experience for users. For example, it will include a built-in alerting feature for outages in the **Canada VRS** app after the RFP process for the VRS platform is completed. The target date for implementation is the second quarter of 2027.

Moving forward, CAV will also prepare a targeted awareness campaign to explain how users can sign up for system interruption notifications.

CANADA VRS IMPROVEMENTS

The November CCP meeting picked up where the May meeting left off with discussions about how to improve VRS notifications for outages, service upgrades, and removing barriers to accessibility.

CAV informed members that it is exploring the development of a more robust outage notification system for customers. When asked what customers' preferences were to receive notifications for both scheduled and unplanned service outages, members suggested a separate platform be developed in the event of an outage and that notification be communicated via app, email, and text message.

Members also recommended that a feature be built into the **Canada VRS** app to connect with the Customer Service team for help rather than having to use the chat function, and that a separate reporting method be available for concerns specific to interpreters.

A CCP member reported that the Deaf community should be informed about what feedback related to the app is reported, rather than having to follow up frequently. A suggestion was made that the app should include a feature to submit recommendations, and that an option to provide feedback in sign language via video rather than filling out a form. Further, the app should include information on when bugs are fixed.

The CCP members also discussed developing basic information to build awareness about what **Canada VRS** is and how to handle calls.

During both CCP meetings, CAV committed to members that it would take all comments into consideration when seeking a new service provider.

COMMUNICATIONS AND PUBLIC RELATIONS

CAV’s Communications department plays a pivotal role in the delivery of strategies, activities, and events to connect with and increasingly engage **Canada VRS** customers. It works in close partnership with the Customer Service, Regulatory, and Digital teams to deliver accurate and up-to-date information at live community events and over digital channels.

This year was marked by significant change – one characterized by growth, stabilization and deeper community engagement under the leadership of Jodi Birley, Director of Communications.

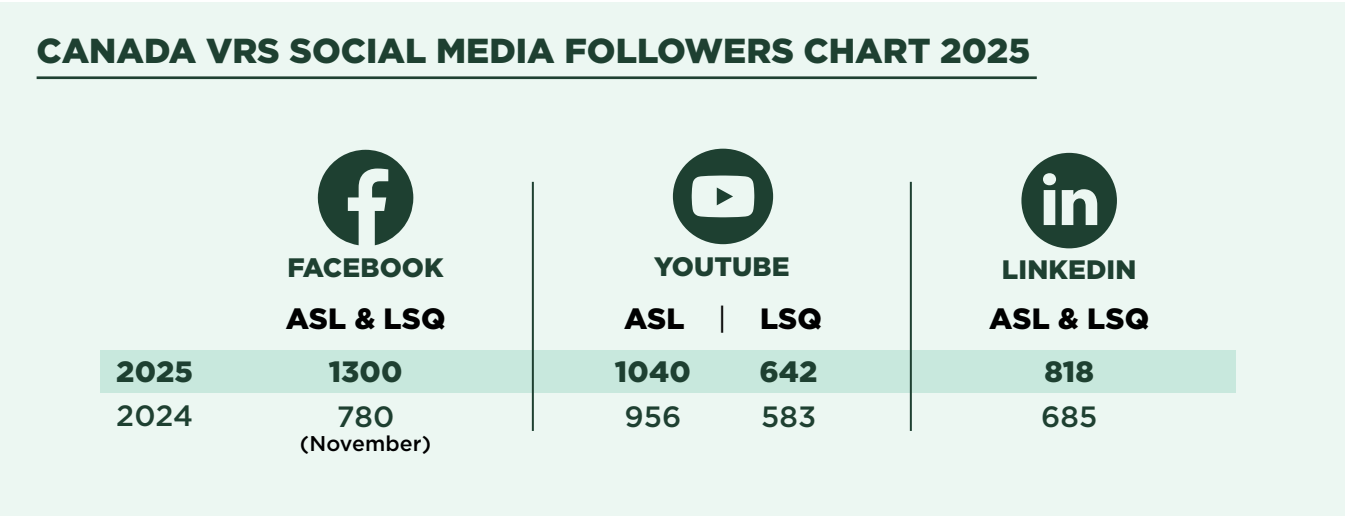
Progress was made to modernize communication systems, processes, and platforms to align with CAV’s Strategic Plan 2025-2030. With **Canada VRS** customer usage preferences and patterns always evolving, it is important to stay in step with changing needs.

During the year, CAV undertook a procurement process for marketing related services, including strategic communications support. Part of the scope of work is to identify key audiences and messaging. When the marketing firm is in place, it will work closely with CAV’s Communications team to ensure all materials are accessible, culturally informed, and aligned with the needs of Deaf, DeafBlind and Hard-of-Hearing communities across Canada. The Communication plan will be completed in 2026.

Canada VRS Digital Channels

This chart shows the growth in social media followers in 2025.

[Figure 11]



INCLUSIVE TECHNOLOGY

CAV is part of the fabric of Canada's telecommunications sector.

In June, Chief Digital Officer Chad Taylor, presented at the 24th Canadian Telecom Summit in Toronto. The annual event brings together leaders from across the telecommunications and Inclusive Communications Technology (ICT) sectors to explore innovation, regulation, accessibility and the future of digital services in Canada.

Chad's presentation, titled Built-In, Not Bolted-On: Inclusive Communication Technology for Everyone, explored the importance of including the perspective of VRS operations in the national telecommunications conversation. His perspective generated meaningful dialogue and greater awareness of VRS in Canada.



TECHNOLOGY AND SERVICE DELIVERY

Canada VRS is driven by a combination of sustaining a robust technology infrastructure, offering high-quality apps and related services, and a commitment to continuous improvement based on what customers tell CAV they want and need.

INCREASED ACTIVITY ON THE VRS PLATFORM

One of CAV's priorities in 2025 was to address an increase in the volume of changes and fixes to its VRS technology platform. This was accomplished by:

- tightening internal processes
- improving how outages are classified and managed
- strengthening coordination around planned and unplanned work
- accelerating work on future initiatives such as platform renewal and data independence

These steps helped stabilize operations while setting clear directions for 2026.

Behind the scenes in 2025, and in anticipation of the future, work continued to strengthen data capabilities and platform controls to support better oversight, reporting, and long-term service quality. The goal of these efforts was to improve reliability, transparency, and the overall user experience over time.

During the year, activities to sustain high quality platform technology included:

- the start of major internal modernization efforts including Zendesk v2.0
- the selection of a data warehouse vendor for implementation in 2026
- a transition to a new internal managed IT provider and participation in the completion of the RFIQ and the RFP for a VRS platform and related services

During the year, CAV made a strategic decision to strengthen the fundamentals of its technology and infrastructure rather than introducing new features. This included:

- responses to changes in the underlying hosting environment
- improvement to how outages are tracked and managed
- increase of internal visibility into platform performance

Changes to infrastructure helped CAV to understand its challenges while informing longer-term planning.

FOCUS ON RELIABILITY

Customer satisfaction is at the heart of CAV's operations. In 2025, user-facing improvements focused on reliability, continuity of service and reducing incidents of known challenges. This included maintaining consistent access to core VRS services including emergency services and improving how service outages are managed and communicated.

CAV also delivered targeted usability improvements including work on customer password management experience. These changes reduced the number of account lockouts and access-related issues for users while lowering the volume of support requests tied to credential problems.

Reliability was strengthened with the deployment of modernized customer support capabilities. Preparations for the adoption of Zendesk v2.0 will enable a more responsive and consistent support experience in the future.

FIXING BUGS

CAV oversaw several bug fixes and platform maintenance improvements across its VRS platform in 2025. These actions focused on:

- call stability, performance, compatibility and usability
- audio behaviour
- self-view freezing
- voicemail functionality
- agent identification

PRIORITY FOR VIDEO INTERPRETER SERVICES

In 2025, CAV's Video Interpreter Providers (VIPs) operations placed a priority on technical improvements and increased collaboration with the interpreters. This included addressing technology-related issues, improving system stability, and engaging VIPs in structured feedback sessions as part of CAV's strategic planning.

VIP initiatives carried out during the year strengthened service reliability, transparency, and shared accountability across the VRS ecosystem.

Work also began on a new Code of Ethics for VIPs. When it is completed in 2026, it will support decision-making and call management, contribute to improved call quality, and improve the customer experience.

INCLUSIVE ACCESS

During the year, CAV learned about a request for information received by the CRTC regarding telecommunications systems and services in correctional facilities. CAV responded to the CRTC by signalling its willingness to work with telecommunications service providers currently providing services in correctional facilities in Canada to offer **Canada VRS** as part of their services.

CAV stated that **“we want to ensure that Canada VRS is accessible in correctional facilities in Canada”**.

MEETING SERVICE PROVIDERS

In November, CAV held its annual summit for service providers in Ottawa. This event is always an opportunity for valued service providers to engage in meaningful discussions, share insights, and participate in hands-on training to generate new ideas and strategies to enhance VRS service in Canada.



Participants at the annual summit for service providers held in Ottawa in November.

LOOKING AHEAD TO 2026

In several ways, the activities of 2025 laid the groundwork for stronger connections and advancing service to new levels of excellence in the coming year.

CAV will be guided by its commitments to the CRTC policy requirements for VRS and the three key directions in its own 5-year Strategic Plan. Both direction-setting documents are designed to improve the entire **Canada VRS** ecosystem and make it more robust and inclusive.

CAV's many initiatives for the coming year include:

- **Continue to strengthen and advance** a next-generation VRS platform, together with clearer communication around service performance and outages. Behind the scenes, CAV is committed to strengthen data capabilities and platform controls to support better oversight, reporting, and long-term service quality. These efforts are intended to improve reliability, transparency and overall user experience.
- **Improve customer support** with the deployment of new tools and processes.
- **Deepening engagement** with the ASL and LSQ communities to ensure services remain reliable and responsive. In 2025, solid strides were achieved to build stronger relationships with Canada VRS users. These and related activities will continue in 2026 following the merger in 2025 of the Outreach and Customer Service teams, as well as collaboration with the Communications team.
- **Strengthen internal practices** to foster a strong, sustainable and accountable organization. The work allowing CAV to meet new strategic plans and requirements will yield benefits in 2026 and beyond.
- **Expanding inclusion and awareness** by the implementation of a comprehensive Outreach plan, by publishing an Accessibility Plan, and Communications Plan with clear objectives and measurable performance indicators.

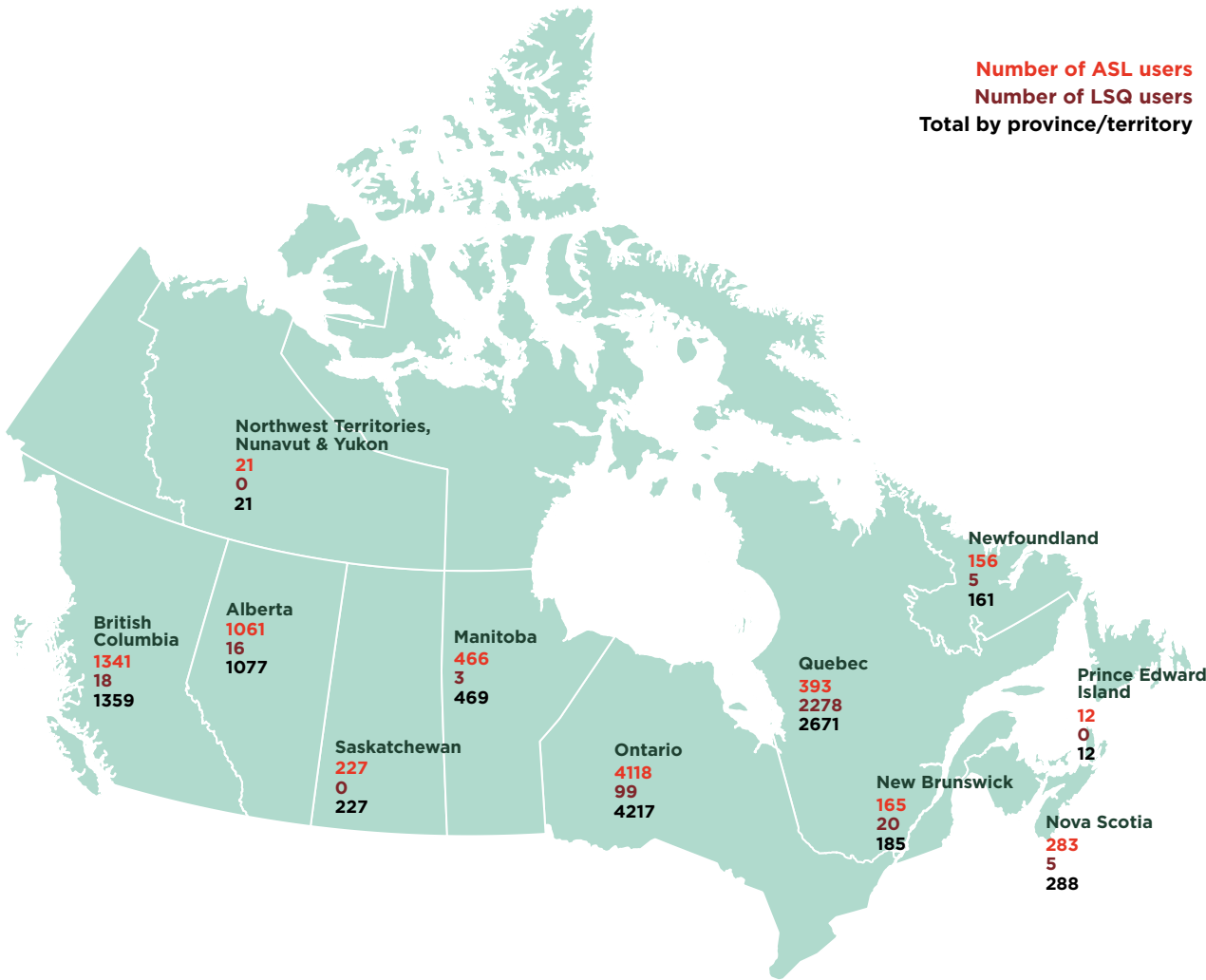
APPENDIX: KEY PERFORMANCE INDICATORS

2025 Canada VRS Demographics

The map of Canada illustrates where **Canada VRS** customers are in the country. In 2025, there were 10,687 registered users, up from 10,206 in 2024.

[Figure 12]

2025 REGISTRATIONS BY PROVINCE/TERRITORY



**2025 TOTAL NUMBER
OF VRS CALLS**
721,145

Year-Over-Year Comparison of VRS Call Usage

The following chart shows the number of call-hours users made in the years since 2017. The significant increase in call-hours in 2020 through 2022 reflects the peak of the COVID-19 pandemic.

Note: Data for year-over-year comparisons of VRS call usage for active and non-active users are not currently tracked and therefore unavailable for 2025. CAV plans to enhance its internal policies pertaining to data for active and non-active users and will make this information known when it becomes available.

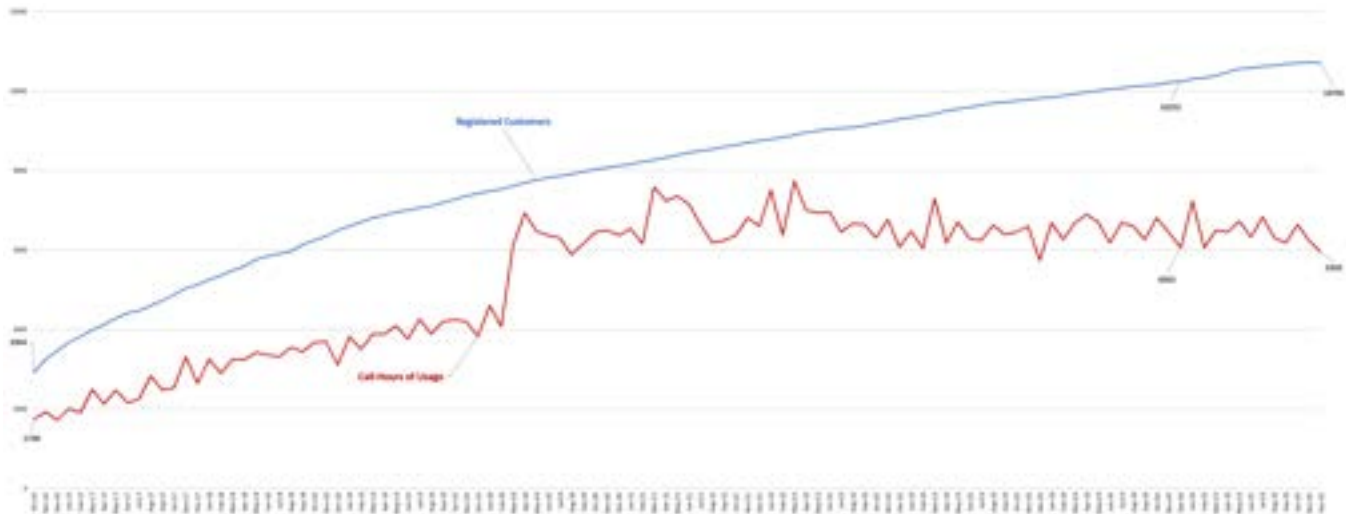
[Figure 13]

YEAR	CALL-HOURS USAGE
2017	29,163
2018	40,182
2019	47,554
2020	72,254
2021	80,838
2022	81,413
2023	77,039
2024	78,269
2025	77,625

VRS Growth by Month since Launch to December 31, 2025

This graph illustrates growth by month since the launch of **Canada VRS** in 2016. The spike in call-hours between 2020 and 2022 reflects changes in user behaviour due to the COVID-19 pandemic.

[Figure 14]



2025 System Uptime

This table shows the reliability of the **Canada VRS** system in 2025. Figures are presented by month and by quarter. CAV’s target is to achieve a system uptime of 99.97% per month.

[Figure 15]

MONTH	SYSTEM UPTIME	MONTH	SYSTEM UPTIME
Q1	99.88%	Q2	99.81%
January	99.93%	April	99.49%
February	99.85%	May	99.97%
March	99.86%	June	99.97%
Q3	99.84%	Q4	99.87%
July	99.97%	October	99.95%
August	99.60%	November	99.70%
September	99.97%	December	99.96%

Percentage of Calls Answered Within 120 Seconds

This table shows the percentage of calls answered, by quarter in 2025, broken down by ASL and LSQ. CAV’s target is to answer 90% of calls in 120 seconds or less.

[Figure 16]

MONTH	ASL	LSQ	SYSTEM	MONTH	ASL	LSQ	SYSTEM
Q1	92%	97%	93%	Q2	95%	96%	95%
January	89%	95%	91%	April	94%	97%	95%
February	93%	97%	94%	May	94%	95%	95%
March	94%	98%	95%	June	97%	97%	97%
Q3	95%	96%	95%	Q4	96%	97%	96%
July	96%	97%	96%	October	96%	97%	96%
August	95%	96%	95%	November	96%	96%	96%
September	95%	96%	95%	December	97%	98%	97%

Percentage of Calls Answered Within 120 Seconds - 2026

This table shows the percentage of calls answered, in the first two quarters of 2026, broken down by ASL and LSQ. CAV’s target is to answer 90% of calls in 120 seconds or less.

[Figure 17]

MONTH	ASL	LSQ	SYSTEM
Q1	96%	97%	96%
January	94%	95%	94%
February	97%	97%	97%
March	98%	98%	98%
Q2	95%	96%	96%
April	95%	96%	95%
May	94%	95%	95%
June	96%	98%	97%

“ONE OF OUR STUDENTS HAD THE OPPORTUNITY TO CONNECT WITH THEIR TEACHER THROUGH VRS TO ASK QUESTIONS ABOUT THE UPCOMING TRANSITION TO HIGH SCHOOL. IN THE DAYS THAT FOLLOWED, THE STUDENT REPEATEDLY SHARED HOW ‘COOL’ IT WAS TO USE VRS AND MENTIONED ENJOYING THE OUTREACH PRESENTATION. THIS EXPERIENCE HIGHLIGHTED ACCESSIBILITY WHILE ALLOWING THE STUDENT TO EXERCISE AUTONOMY IN THEIR OWN LIFE.”

Anika MacNeil, York Region District School Board Staff, Richmond Hill, ON, ASL user



9-1-1 and 9-8-8 Average Wait Time in Seconds

This chart captures average wait times for 9-1-1 (national emergency telephone number) and 9-8-8 (suicide crisis helpline) for incoming calls grouped by language (ASL and LSQ) per month.

Note: Interpret with caution due to small call volume averages, which vary greatly.

[Figure 18]

MONTH	911		988	
	ASL	LSQ	ASL	LSQ
January	4.63	9.41	12	15
February	5.71	11.82	8	0
March	7.02	7.2	11.4	10.2
April	9.04	6.89	10.1	0
May	4.29	11.17	8	12.13
June	4.35	10.79	6	0
July	5.03	14.08	7.8	0
August	5.61	12.55	0	40
September	5.42	7.13	16.75	4.94
October	4.32	8.52	17.5	10.71
November	5.37	11.82	6	17
December	4.93	13.86	10	0

Total number of 9-1-1 and 9-8-8 calls

This chart captures the annual number of 9-1-1 (national emergency telephone number) and 9-8-8 (suicide crisis helpline) calls.

[Figure 18.5]

TOTAL 9-1-1 AND 9-8-8 CANADA VRS CALLS	
9-1-1	2,838
9-8-8	86

Number of 9-8-8 Calls Answered

This chart shows the number of incoming 9-8-8 calls answered grouped by language (ASL and LSQ).

[Figure 19]

MONTH	988	
	ASL	LSQ
January	4	1
February	2	0
March	5	5
April	10	0
May	6	8
June	1	0
July	5	0
August	0	2
September	4	16
October	2	7
November	5	1
December	2	0
Total	46	40

“IT IS HARD TO IMAGINE NOT TO HAVE VRS 9-8-8. IF IT DIDN'T EXIST, THE COMMUNITY WOULD BE NEGATIVELY IMPACTED. I DON'T KNOW WHERE WE WOULD GO. WITH VRS 9-8-8, YOU HAVE ACCESS TO A PSYCHOLOGIST, TO AN INTERPRETER, EVERYTHING IS ACCESSIBLE.”

William Cleary, Montreal, QC, LSQ user



Average Wait Time (in seconds)

CAV's goal is for the average wait time (AWT) for a call to be answered by a Video Interpreter in 30 seconds or less each month, per language. Note that time is measured from the time a call enters the system to the time it is connected to a Video Interpreter.

Call rates are monitored to forecast call volumes, not specific call trends, as trends are often unpredictable.

Note: Data for average wait times for abandoned calls are currently not tracked and therefore unavailable for 2025. CAV is committed to continuous improvement of call connectivity and plans to provide comprehensive measurements and report on them in the future.

[Figure 20]

MONTH	ASL	LSQ	SYSTEM
Q1	30	23	28
January	38	26	32
February	28	20	24
March	24	21	24
Q2	26	25	26
April	30	22	28
May	27	27	27
June	20	26	22
Q3	25	25	25
July	24	24	24
August	26	25	26
September	26	27	26
Q4	23	23	23
October	25	23	24
November	23	25	24
December	21	19	20

Outage List (except 5 a.m. reboot)

This information indicates the date, start and end time, if the outage was planned or unplanned, and a brief reason for each outage.

[Figure 21]

DATE	START TIME	END TIME	REASON
Jan 11, 2025	02:39:52	02:43:00	Internet link issue
Jan 16, 2025	19:52:03	19:57:48	Internet link issue
Jan 29, 2025	21:43:25	21:48:05	Internet link issue
Feb 3, 2025	20:32:25	20:53:05	Internet link issue
Feb 12, 2025	14:18:25	14:22:05	Call distribution system outage
Feb 12, 2025	21:08:25	21:29:04	Internet link issue
Feb 21, 2025	10:26:25	10:28:05	Call routing service outage
Mar 14, 2025	05:25:05	06:05:05	Directory and call control services outage
Mar 28, 2025	16:29:24	16:30:34	Call distribution system outage
Mar 31, 2025	16:32:25	16:35:05	Internet link issue
Mar 31, 2025	16:57:10	16:59:05	Internet link issue
Apr 12, 2025	21:04:22	23:52:16	Load balancing issue
Apr 29, 2025	11:14:05	11:52:16	Internet link issue
Aug 12, 2025	05:21:00	08:02:00	Load balancer configuration issue
Oct 16, 2025	12:12:09	12:18:51	Internet link issue
Nov 16, 2025	21:14:56	21:33:51	Application worker misconfiguration
Nov 18, 2025	08:00:00	09:30:00	Third-party network provider outage
Nov 30, 2025	14:23:32	14:29:22	Application worker misconfiguration
Dec 17, 2025	12:11:00	12:12:08	Call server shutdown

2025 FINANCIAL STATEMENTS

**Canadian Administrator of VRS
(CAV), Inc.
Financial Statements
For the year ended December 31, 2025**

	Contents
Independent Auditor's Report	2-3
Financial Statements	
Statement of Financial Position	4
Statement of Operations and Net Assets	5
Statement of Cash Flows	6
Notes to Financial Statements	7-12



Tel: 416 865 0200
Fax: 416 865 0887
www.bdo.ca

BDO Canada LLP
222 Bay Street
Suite 2200, P.O. Box 131
Toronto, ON M5K 1H1 Canada

Independent Auditor's Report

To the Directors of the Board of Directors of Canadian Administrator of VRS (CAV), Inc.

Opinion

We have audited the financial statements of Canadian Administrator of VRS (CAV), Inc./Administrateur canadien du SRV (ACS), inc. (the "Organization"), which comprise the statement of financial position as at December 31, 2025, statement of operations and net assets, and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at December 31, 2025, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.



Independent Auditor's Report (Continued)

Auditor's Responsibilities for the Audit of the Financial Statements (Continued)

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

BDO Canada LLP

Chartered Professional Accountants, Licensed Public Accountants

Toronto, Ontario
May 21, 2026

Canadian Administrator of VRS (CAV), Inc.

Statement of Financial Position

December 31	2025	2024
-------------	------	------

Assets

Current

Cash	\$ 4,714,451	\$ 4,437,809
Short-term investments (Note 2)	3,885,176	3,736,051
Prepaid expenses	106,979	90,385

	8,706,606	8,264,245
--	-----------	-----------

Capital assets (Note 3)

	108,179	61,147
--	---------	--------

Intangible assets (Note 4)

	186,322	387,733
--	---------	---------

	\$ 9,001,107	\$ 8,713,125
--	--------------	--------------

Liabilities and Net Assets

Current

Accounts payable and accrued liabilities (Note 5)	\$ 3,227,260	\$ 2,729,601
Current portion of deferred contributions (Note 6)	5,479,345	5,534,643

	8,706,605	8,264,244
--	-----------	-----------

Deferred capital contributions (Note 7)

	294,502	448,881
--	---------	---------

	\$ 9,001,107	\$ 8,713,125
--	--------------	--------------

On behalf of the Board:

_____ Director

_____ Director

The accompanying notes are an integral part of these financial statements.

Canadian Administrator of VRS (CAV), Inc.
Statement of Operations and Net Assets

December 31	2025	2024
Revenue		
Contributions (Note 6 & 10)	\$ 33,882,691	\$ 32,959,814
Recognition of capital contributions (Note 7)	<u>243,971</u>	<u>1,001,815</u>
	34,126,662	33,961,629
Expenditures		
Direct operations	29,481,718	29,239,701
General and administration	4,386,162	3,714,146
Amortization on intangible assets	201,411	982,250
Amortization on capital assets	42,560	19,565
Interest and bank charges	<u>14,811</u>	<u>5,967</u>
	34,126,662	33,961,629
Excess of revenue over expenditures for the year	\$ -	\$ -

The accompanying notes are an integral part of these financial statements.

Canadian Administrator of VRS (CAV), Inc.

Statement of Cash Flows

For the year ended December 31	2025	2024
Cash provided by (used in)		
Operating activities		
Excess of revenue over expenses for the year	\$ -	\$ -
Adjustments to reconcile excess of revenue over expenses for the year to cash from operations		
Amortization of capital assets	42,560	19,565
Amortization of intangible assets	201,411	982,250
Amortization of deferred capital contributions	(243,971)	(1,001,815)
Accrued interest on short-term investments	(62,242)	(43,019)
Changes in non-cash working capital balances		
Prepaid expenses	(16,594)	1,090
Accounts payable and accrued liabilities	497,659	192,713
Current portion of deferred contributions	(55,298)	2,716,426
Deferred contributions	-	(1,848,631)
	363,525	1,018,579
Investing activities		
Purchase of short-term investments, net	(86,883)	(114,325)
Purchase of capital assets	(89,592)	(42,853)
Purchase of intangible assets	-	(301,830)
	(176,475)	(459,008)
Financing activity		
Deferred capital contributions received	89,592	344,684
Increase in cash during the year	276,642	904,255
Cash, beginning of year	4,437,809	3,533,554
Cash, end of year	\$ 4,714,451	\$ 4,437,809

The accompanying notes are an integral part of these financial statements.

Canadian Administrator of VRS (CAV), Inc.

Notes to Financial Statements

December 31, 2025

1. Significant Accounting Policies

Nature of Organization In April of 2014, the Canadian Radio-television and Telecommunications Commission ("CRTC") released Telecom Regulatory Policy Decision CRTC 2014 187, which established Video relay service administrator ("VRS administrator"). The mandate of the VRS administrator was set out in CRTC Telecom Regulatory Policy CRTC 2014 656 to: provide national video relay service ("VRS") in Canada, in both American Sign Language and Langue des signes quebecoise; ensure that Deaf and Hard of Hearing individuals can communicate to hearing users using similar telecommunications facilities; provide VRS in as efficient a manner as possible, in accordance with the requirements of the CRTC; and do all things in furtherance of the foregoing. In February 2025, the CRTC issued Telecom Regulatory Policy CRTC 2025-54, which established updated policy directions, including expectations for ongoing service improvements and long-term planning by VRS administrator.

The Canadian Administrator of VRS (CAV), Inc./Administrateur canadien du SRV (ACS), inc. ("CAV" or "Organization") was incorporated without share capital under the Canada Not-for-profit Corporations Act to fulfill this mandate.

The CAV operates on a not-for-profit basis and, as such, is exempt from income tax pursuant to section 149(1)(l) of the Income Tax Act.

Basis of Accounting These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Capital Assets Capital assets are recorded at cost and are amortized over the estimated useful lives as follows:

Computer equipment	-	3 years straight-line
Furniture and fixtures	-	5 years straight-line
Leasehold improvements	-	Over term of the lease

Intangible Assets Intangible assets are recorded at cost and are amortized over 4 years.

When capital and intangible assets no longer contribute to CAV's ability to provide services, or the future economic benefits or service potential of the assets is less than its carrying value, the excess of its net carrying amount over its fair value or replacement cost is recognized as an expense in the statement of operations.

Canadian Administrator of VRS (CAV), Inc.

Notes to Financial Statements

December 31, 2025

1. Significant Accounting Policies (continued)

Revenue Recognition	The Organization follows the deferral method of accounting for revenue. Unrestricted contributions, if any, are recognized as revenue when received while restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Contributions that are used to acquire capital assets or intangibles are deferred and recognized as revenue along with the amortization of the asset acquired.
Foreign Currency	Foreign currency accounts are translated into Canadian dollars as follows: At the transaction date, each liability, and expense is translated into Canadian dollars by the use of the exchange rate in effect at that date. At the year end date, monetary assets and liabilities are translated into Canadian dollars by using the exchange rate in effect at that date. The resulting foreign exchange gains and losses are included in income in the current period.
Use of Estimates	The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates as additional information becomes available in the future.
Financial Instruments	Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, short-term investments are reported at fair value, with unrealized gains and losses included in contributions. All other financial instruments are reported at cost or amortized cost less impairment, if applicable. Financial assets are tested for impairment when changes in circumstances indicate the asset could be impaired. Transaction costs on the acquisition, sale or issue of financial instruments are expensed for those items remeasured at fair value at each statement of financial position date and charged to the financial instrument for those measured at amortized cost.
Employee Benefits	The Organization maintains an RRSP program for its employees. The employer contributes up to 6% of the employee's gross earnings. Employees are encouraged to contribute as they are able. The related expense for the year was \$86,517 (2024 - \$53,105) due to the increase in salaried staff.

Canadian Administrator of VRS (CAV), Inc.

Notes to Financial Statements

December 31, 2025

2. Short-term Investments

	2025	2024
Term Deposits	\$ 3,885,176	\$ 3,736,051

The term deposits are cashable, earn interest ranging from 2.52% to 2.90% (2024 - 3.72% to 4.53%) and mature from January to April 2026 (2024 - April to July 2025).

3. Capital Assets

	2025		2024	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Computer equipment	\$ 181,286	\$ 122,366	\$ 122,924	\$ 93,060
Furniture and fixtures	77,765	52,485	59,882	46,157
Leasehold improvements	45,713	28,784	32,367	21,859
Artwork	7,050	-	7,050	-
	\$ 311,814	\$ 203,635	\$ 222,223	\$ 161,076
Carrying amount		\$ 108,179		\$ 61,147

Computer equipment increased from \$122,924 in 2024 to \$181,286 in 2025, reflecting an increase in salaried staff.

In 2024, included in furniture and fixtures and leasehold improvements were assets not yet put into use as at December 31, 2024. The total cost capitalized was \$12,020 and \$10,508, respectively, and no amortization was recorded until the assets were put into use.

4. Intangible Assets

	2025		2024	
	Cost	Accumulated Amortization	Cost	Accumulated Amortization
Computer software	\$ 3,000,579	\$ 2,814,257	\$ 3,000,579	\$ 2,612,846
Carrying amount		\$ 186,322		\$ 387,733

In 2024, included in computer software were assets under development which had not been completed as at December 31, 2024. The total cost capitalized was \$20,340 and no amortization was recorded until assets were put into use. In 2024, included in amortization of intangible assets were write-offs amounting to \$553,841.

Canadian Administrator of VRS (CAV), Inc.

Notes to Financial Statements

December 31, 2025

5. Accounts Payable and Accrued Liabilities

Included in accounts payable and accrued liabilities is \$4,579 (2024 - \$408) owing to governments in respect of sales and payroll taxes.

6. Deferred Contributions

Deferred contributions consist of non-capital contributions received in advance for which the anticipated expenses have not yet occurred. To date, the Organization has received \$5,479,345 (2024 - \$5,534,643) of contributions over expenditures and \$5,479,345 (2024 - \$5,534,643) has been designated as current deferred contributions. Such current amount is less than the amount of budget surplus estimated for 2025 filed and deducted from the CRTC budget request for 2026.

	<u>2025</u>	<u>2024</u>
Current and long-term balance , beginning of year	\$ 5,534,643	\$ 4,666,848
Funding received	33,827,393	33,827,609
Contributions recognized in the year	(33,882,691)	(32,959,814)
Current and long-term balance , end of year	5,479,345	5,534,643
Current portion - estimated surplus submitted to CRTC	5,479,345	5,534,643
Long-term portion , end of year	\$ -	\$ -

7. Deferred Capital Contributions

The Organization has received annual contributions from the National Contribution Fund for the purchase of capital and intangible assets.

	<u>2025</u>	<u>2024</u>
Balance , beginning of year	\$ 448,881	\$ 1,106,012
Funding received	89,592	344,684
Recognition of deferred capital contributions	(243,971)	(1,001,815)
Balance , end of year	\$ 294,502	\$ 448,881

Canadian Administrator of VRS (CAV), Inc.

Notes to Financial Statements

December 31, 2025

8. Contracts For Direct Operations

The minimum payments under the operating lease for CAV's headquarters and contract services, excluding the contracts disclosed under contracts for direct operations for the Organization are as follows:

2026	\$	56,021
2027		56,021
2028		<u>17,500</u>
	\$	<u>129,542</u>

The projected payment amounts range from \$54.0 million to \$72.5 million, depending on contract length, system usage, and legal environment. These cost projections are based on a current 3% annual growth trend, encompassing customer base expansion, per-customer system use, and inflation.

9. Financial Instrument Risk

Interest Rate Risk

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Organization is exposed to interest rate risk arising from the possibility that changes in interest rates will affect the value of its short-term investments. This risk has not changed from prior year.

Liquidity Risk

Liquidity risk is the risk that the Organization will encounter difficulty in meeting its obligations associated with financial liabilities. Liquidity risk includes the risk that, as a result of operational liquidity requirements, the Organization will not have sufficient funds to settle a transaction on the due date; will be forced to sell financial assets at value, which is less than what they are worth; or may be unable to settle or recover a financial asset. Liquidity risk arises from accounts payable and accrued liabilities. The Organization continues to focus on maintaining adequate liquidity to meeting operating working capital requirements and capital expenditures.

Canadian Administrator of VRS (CAV), Inc.
Notes to Financial Statements

December 31, 2025

10. Economic Dependence

The Organization's budget is approved annually by the CRTC and is paid through the National Contribution Fund (NCF) based on a submission by the Organization to the CRTC made in the year prior to the funding year. One twelfth of the annual approved funding is disbursed each month. In 2025, as per Telecom Decision CRTC 2024 281, the approved expenditure level was \$33,642,030 (2024 - \$33,793,452) or \$2,803,503 (2024 - \$2,816,121) per month, starting in January of 2025 (2024 - January of 2024). Funding was approved for the 2026 calendar year as per Telecom Decision CRTC 2025 322 in the amount of \$34,430,853 or \$2,869,238 per month. This amount represents projected expenditures of \$37,180,356 (2024 - \$36,284,956), net of the balance of deferred and surplus funds of \$5,749,504 (2024 - \$5,642,925).