



CORPORATE POLICY

HUMAN RESOURCES

ACCESSIBLE CUSTOMER SERVICE FOR PEOPLE WITH DISABILITIES

BOARD APPROVAL (NOT REQUIRED)

POLICY NO. : AODA.001

VERSION DATED: 9-Dec-14

POLICY PURPOSE

This policy applies to Allstream Inc. and its subsidiaries/divisions (including Unified Communications/Delphi Solutions Corp.; collectively referred to as “**Allstream**”).

Allstream is committed to improving accessibility to its goods and services for people with disabilities.

POLICY

1. In order to improve accessibility to its goods and services, Allstream:

- (a) has established policies, practices and procedures governing the provision of its goods or services to persons with disabilities;
- (b) has used reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- i) goods or services will be provided in a manner that respects the **dignity and independence** of persons with disabilities;
- ii) the provision of goods or services to persons with disabilities and others will be **integrated** unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services; and
- iii) persons with disabilities will be given an **opportunity equal** to that given to others to obtain, use and benefit from the goods or services;

(c) has ensured that its policies address:

- i) how communicating with a person with a disability should take into account his or her disability;
- ii) the use of:
 - **assistive devices** or the availability, if any, of other measures; and
 - **service animals or support persons**;
- iii) **notice of temporary disruptions**, including:
 - under what circumstances notice will be provided about a temporary disruption and where it will be posted;
 - what steps will be taken when an unexpected disruption occurs;
 - information that will be included in the notice of a temporary disruption; and
 - what alternative facilities or services, if any, can be made available during the temporary disruption to continue to provide service to people with disabilities;

(d) is providing the required accessibility **training** and keeping records thereof, including:

- i) a summary of the contents of the training; and
- ii) details of when the training is to be provided;

- (e) has established a process for receiving and responding to **feedback** about the manner in which Allstream provides goods or services to persons with disabilities, making information about such process readily available to the public, including:
- i) permitting persons to provide their feedback in person, by phone, in writing, or by email or on a portable storage device or otherwise, including to whom it should be addressed;
 - ii) specifying the actions that Allstream must take if a complaint/feedback is received; and
- (f) has notified customers that documents required under the Customer Service Standard are available upon request, and:
- i) Allstream will give the person the document, or information contained in the document, in a format that takes into account the person's disability; and
 - ii) Allstream and the person with a disability may agree upon the format to be used for the document or information.

REFERENCES

References:

1. *Accessibility for Ontarians with Disabilities Act, 2005* ("**AODA**")
2. AODA Regulation: *Accessibility Standards for Customer Service* (the "**Customer Service Standard**")

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