



ATX is committed to providing exceptional service to all customers including persons with disabilities and will observe the following plan to ensure this.

Assistive Devices

We will ensure that our associates are trained and familiar with assistive devices that are provided and may be used by customers with disabilities while accessing our goods or services.

Communications

We will communicate with people with disabilities in ways that take into account their disability.

Service Animals & Support Persons

We welcome people with disabilities, their service animals and support persons on the parts of our premise made accessible to the public.

Training

ATX will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. Applicable staff will also be trained when changes are made to our accessibility plan. Training will include:

- An overview of this Plan
- An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the customer service standard;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

Feedback Process

Customers who wish to provide feedback on the way ATX provides good and services to people with disabilities can provide feedback by emailing the *Vice President of Human Resources & Administration* at tsearle@atxnetworks.com. Customers can expect a response to their feedback within 10 business days.

Modifications to this or other Policies

Any policy, practice or procedure of ATX that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.