telMAX Inc.

Accessibility Plan

2026–2029

15 Allstate Parkway, Suite 500, Markham, ON, L3R 5B4 • **T**: 905-640-7380 • **telMAX.com**

Accessibility Plan

BACKGROUND & PURPOSE

In accordance with the requirements and milestones as established in *Accessible Canada Act* (*ACA*) and the Canadian Radio-television and Telecommunications Commission (CRTC) Accessibility Reporting Regulations, this is the telMAX Accessibility Plan. It is a practical roadmap for identifying, removing and preventing barriers across telMAX customer experiences, services and workplaces.

CONTENTS

1. General and Commitment
2. Policies, Programs, practices, and Services – The following (7) priority areas must be included in the Accessibility Plan per the *ACA*:
    I. Employment
    II. The Built Environment
    III. Information and Communication Technologies (ICT)
    IV. Communication, other than ICT
    V. The Procurement of Goods, Services, and Facilities
    VI. The Design and Delivery of Programs and Services
    VII. Transportation
3. Consultations
4. *Accessible Canada Act* Principles

Appendix A – Existing telMAX Accessibility Feedback Process

1. General and Commitment

Our Commitment

telMAX's commitment is to provide accessible, inclusive experiences for customers, employees and other people interacting with our services. We will identify, remove and prevent barriers through consultation, continuous improvement and clear accountability.

Actions taken and milestones are based on the requirements as established in *ACA* and the CRTC Accessibility Reporting Regulations.

Scope

This plan covers telMAX's residential and business Internet, television and voice service experiences, digital channels, customer communications, customer support, installation, procurement, employment and facilities. It addresses the (7) priority areas under the *ACA*.

telMAX Feedback Process

The telMAX Accessibility feedback process includes the following:

- A designated telMAX contact
- Options to provide feedback (mail, telephone, email, online / web, phone, TTY, anonymous)
- Acknowledgement of feedback
- How the feedback will be used
- Retention policy

The complete telMAX Accessibility feedback process is included in Appendix A.

Additional References

telMAX has the following documented policies where elements of this Accessibility Plan are drawn from:

- Employee Handbook 2026
- Individual Accommodation & Return to Work Policy
- Health & Safety Plan

Progress Reports & Plan Updates

telMAX will publish a progress report on the implementation of this plan by June 1 of each year in which an updated plan is not due and will publish an updated Accessibility Plan at least every three years. Each progress report will follow the same structure as this plan, reporting on telMAX's progress in each of the seven priority areas in Section 2. It will also describe how telMAX consulted persons with disabilities and summarize the accessibility feedback received and how it was taken into account.

2. Policies, Programs, Practices, and Services

telMAX has followed the following (7) priority areas that must be included as per the *ACA* and the CRTC Accessibility Reporting regulations in the development of its accessibility plan.

I. **Employment:** Identify barriers in hiring, workplace accommodations, promotion, retention practices.

II. **The Built Environment**: Improve physical accessibility within office buildings, workspaces, meeting areas, and customer service locations.

III. **Information and Communication Technologies (ICT):** Ensuring websites, internal software tools, shared digital platforms, and collaborative technology applications are usable for everyone.

IV. **Communication, other than ICT:** Designing clear, inclusive, and accessible materials, and incorporating plain-language communications or sign-language formats across all user interfaces.

V. **The Procurement Of Goods, Services, and Facilities:** Where applicable, apply accessibility criteria as part of the evaluation and approval of new goods, services and facilities.

VI. **The Design and Delivery of Programs and Services:** Structuring consumer-facing plans, media delivery platforms, and operational systems to be accessible from inception.

VII. **Transportation:** Outlining accessibility compliance measures for logistics, transit, or physical transport activities (applicable to entities operating or managing any transport infrastructure/services).

DETAILED RESPONSE

I. Employment

The goal is to make recruitment, onboarding and employment accommodation accessible.

telMAX will identify, remove and prevent employment barriers by embedding accessibility into recruitment, onboarding, workplace accommodations, career development and retention. We will equip our leaders to support individual needs, consult employees with disabilities, and measure progress through clear accountabilities and annual reporting.

The following are the current practices taken by telMAX for the Employment category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessible recruitment by default	Use plain-language job postings, accessible application forms, clear accommodation offers at every hiring stage.	Removes barriers before candidates must disclose a disability.
2	Barrier-free interviews and assessments	Offer flexible interview formats, accessible locations, additional time where appropriate and equivalent assessment alternatives.	Ensures candidates are evaluated on capability rather than the accessibility of the process.
3	Individualized accommodation plans	Confidential, collaborative process to suggest and review accommodations, establish timelines, document adjustments and complete periodic reviews. This is set out in the company Accommodation & Return to Work Policy.	Replaces case-by-case handling with a reliable employee experience.
4	Accessible onboarding from Day 1	Confirm required technology, workspace adjustments, training formats and support before an employee starts.	Prevents avoidable productivity loss, frustration during critical first weeks.

5	Inclusive workplace and hybrid-work design	Established workplace safety, hybrid work policies for physical access, emergency procedures, meeting accessibility, technology needs.	Addresses everyday barriers for employee participation, safety and performance.
6	Equitable promotion and career development	Audit promotion criteria, development opportunities, performance reviews and leadership pipelines for any accessibility barriers.	Ensures accessibility supports long-term advancement, with clear mechanisms for equitable career advancement.
7	Manager accountability and training	Per the Employee Handbook, telMAX will train hiring managers and people leaders on accommodations, inclusive hiring, disability awareness and confidentiality	Managers determine whether policies translate into consistent employee experiences.
8	Employee consultation and safe feedback	Employees can share accessibility feedback confidentially or anonymously through the Regulatory Officer or the online webform (Appendix A). Any feedback received is documented and considered in the annual progress report.	Identifies barriers leadership may not see and supports meaningful participation in planning.
9	Sick / Medical and Personal Leave	Sick / medical leave and personal leave provisions as employee retention and accommodation supports.	Articulates key items into ongoing accommodation support.
10	Employee & Family Assistance Program	24-hour Employee & Family Assistance Program (EFAP), including disability and mental-health support.	Articulates key resources into ongoing accommodation support

II. The Built Environment

The goal is to provide a safe, accessible and inclusive physical environment that enables employees, customers and visitors of all abilities to navigate, collaborate and participate independently.

telMAX is committed to providing a safe, accessible and inclusive workplace. Our office environment incorporates barrier-free entry, elevator access, single-level workspaces, flexible meeting areas, accessible technology and hybrid work arrangements. As telMAX is in a shared building, entrances, elevators and washrooms are part of the Property Management scope; telMAX regularly reviews these policies and practices.

The following are the current practices taken by telMAX for the Built Environment category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessible location and transportation	Multiple parking options (including accessible parking spaces and drop-off access), public transit within walking distance and proximity to three major highways.	Provides multiple ways to reach the workplace and reduces transportation-related barriers.
2	Barrier-free building access	Elevator access, wheelchair-accessible main entrance and two alternative entrances/exits are accessible. There is a large open lobby area.	Enables safe, independent access for employees and visitors with mobility limitations.
3	Accessible, single-level workspace	All office functions are located on one floor, with wide entryways and spacious workstations.	Simplifies navigation, reduces physical barriers in the workplace.
4	Flexible/ergonomic workstations	Spacious desks, ergonomic and adjustable chairs, large monitors, laptop connectivity, and other technology.	Supports mobility, visual, physical and ergonomic needs.
5	Accessible meeting and collaboration spaces	Multiple technology-enabled meeting rooms plus flexible meeting areas. All entrances, clearances and rooms are wheelchair accessible. There is in-office seating flexibility including audio quality and presentation technology.	Ensures employees and visitors can participate equally in meetings and collaboration.
6	Inclusive lighting, visual accessibility	General overhead lighting, task lighting, natural daylight, large-font signage, individual desk and room monitors.	Supports employees with low vision, light sensitivity and other sensory needs.
7	Flexible workplace	Hybrid work arrangements, alternative collaboration spaces.	Reduces location-dependent barriers while maintaining employee inclusion.
8	Accessible shared amenities	Accessible washrooms, common areas, door clearances access and clearances.	Accessibility must extend beyond desks to the entire employee experience.

III. Information and Communication Technologies (ICT)

The goal is to ensure that telMAX's digital platforms, websites, employee applications and collaboration technologies are accessible, intuitive and usable by people of all abilities.

telMAX is committed to providing accessible, intuitive and inclusive digital experiences for customers and employees. Our redesigned website incorporates accessibility-focused design principles, including clear navigation, readable content, appropriate colour contrast and responsive layouts.

The following are the current practices taken by telMAX for the Information and Communication Technologies category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessible website by design	April 2026 redesign incorporated structured headings, readable contrast, descriptive links, intuitive navigation and responsive layouts.	Established accessibility at the primary digital customer touchpoint rather than as a retrofit.
2	Web accessibility testing	At launch, the redesigned telMAX website scored 100/100 for accessibility in Google Lighthouse automated testing.	Protects the accessibility gains of the redesign as content, features, and promotions change.
3	Responsive, technology support	Dedicated onsite technology administrator provides in-person, telephone, email and remote desktop support.	Gives employees multiple ways to obtain assistance, resolve tech barriers quickly.
4	Inclusive digital collaboration	MS Teams and Zoom support virtual collaboration and options to transcribe meetings (both text and / or audio).	Help those with hearing, visual / other accessibility needs collaborate well.

IV. Communication other than ICT

The goal is to ensure that all customer and employee communications are clear, inclusive, understandable and accessible, regardless of an individual's abilities or preferred communication method.

telMAX is committed to providing clear, inclusive and accessible communications that enable customers and employees of all abilities to understand information, make informed decisions and participate fully. telMAX will support alternative formats and communication accommodations, equip employees with accessible communication practices, use feedback to identify, remove and prevent communication barriers, where required.

The following are the current practices taken by telMAX for the Communication Other Than ICT category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Plain-language communications	Apply clear, concise language to customer bills, contracts, promotional materials, service notices, policies and employee communications.	Reduces confusion, improves comprehension including people with cognitive disabilities.
2	Multiple communication channels	Customers and employees can engage via various digital / human-assisted channels; IT support is available in person, by phone, email and remotely.	Allows individuals to communicate through methods that best meet their needs.
3	Inclusive meetings and presentations	Technology-enabled meeting rooms, large monitors, clear instructions and Teams/Zoom collaboration.	Enables meaningful participation in meetings, training, company comms.
4	Visual clarity and readable materials	Large-font workplace displays, well-lit spaces and clear presentation technology.	Improves readability and reduces barriers for people with low vision or cognitive disabilities.
5	Employee Conduct Standard	Existing employee conduct standards established for respectful communication and confidential reporting.	Clear communication of standards for all employees.

V. Procurement of Goods, Services and Facilities

The goal is to embed accessibility into procurement decisions, supplier selection and ongoing vendor management to ensure products, services and facilities are accessible to employees and customers of all abilities.

Where applicable, telMAX is committed to incorporating accessibility considerations into the procurement of goods, services, technologies and facilities to support an inclusive experience for employees and customers.

The following are the current practices taken by telMAX for the Procurement of goods, services, and facilities category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessibility-by-design procurement policy	Where practicable, accessibility is taken into account as part of purchasing approvals for new goods, services and facilities.	Establishes accessibility evaluation criteria for purchasing considerations, where applicable.
2	Accessible technology and software purchasing	Where practicable, take accessibility into account when selecting new customer-facing systems, internal applications, tools, websites and platforms.	Prevents third-party technology from introducing barriers into otherwise accessible customer and employee experiences.
3	Accessible customer equipment/services	Evaluate the accessibility of routers, TV set-top boxes, remotes, telephony equipment, installation services and customer support solutions.	Ensure accessibility extends to the products and services customers use, not just the website.
4	Accessible facilities and workplace procurement	Evaluate office furniture, meeting-room equipment, signage, renovations and leased facilities for physical accessibility and accommodation requirements.	Sustains the accessibility benefits of telMAX's existing workplace as facilities and equipment change.
5	Accessibility requirements in vendor contracts	Include applicable accessibility specifications, remediation obligations, cooperation requirements and defined escalation procedures in supplier agreements.	Creates contractual accountability when products or services fail to meet agreed accessibility requirements.
6	Supplier onboarding and awareness	Where relevant, communicate accessibility expectations to key vendors, contractors and service providers, including installation, field operations, customer support and digital agencies.	Ensures third parties understand their role in delivering an accessible customer and employee experience.

VI. Design and Delivery of Programs and Services

The goal is to ensure telMAX's Internet, TV and Voice products, customer plans, service delivery processes and support experiences are accessible, intuitive and inclusive by design from initial development to ongoing support.

telMAX is committed to designing and delivering Internet, TV and Voice services that are accessible, intuitive and inclusive for customers of all abilities and incorporate accessibility considerations throughout the customer lifecycle.

The following are the current practices taken by telMAX for the Design / Delivery of Programs & Services category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessible product discovery & purchase	Redesigned website incorporates accessibility-focused design.	Ensures customers can understand, evaluate and purchase services independently and confidently.
2	Inclusive customer support and service recovery	Multiple customer-support channels and CEX improvement initiatives.	Ensures customers receive consistent support without repeatedly explaining their accessibility needs.
3	Accessible billing, plan changes and renewals	Bill Explainer and contract-renewal process improvements.	Protects customers at high-impact decision points and reduces confusion, complaints and avoidable churn.

VII. Transportation

The goal is to ensure that employees, customers and visitors can safely and independently access telMAX facilities and participate in transportation-related activities, while identifying and removing barriers within the company's control.

telMAX recognizes that accessible transportation and travel are important to the experience of our employees, customers and visitors. telMAX will continue to identify and address transportation-related accessibility barriers including accessible parking and building access, business travel, off-site events and accommodation needs associated with customer field-service appointments.

The following are the current practices taken by telMAX for the Transportation category:

#	Core Tactic	telMAX Approach	Rationale for Inclusion
1	Accessible office location, and transportation options	Office offers multiple parking options, public transit within walking distance, and access to three major highways.	Provides employees and visitors with different ways to reach the workplace, reducing transportation-related barriers.
2	Accessible parking and drop-off access	Designated accessible parking, appropriate signage, barrier-free drop-off locations and accessible pathways to building entrances.	Ensures that arriving at the location is as accessible as entering the building itself.
3	Flexible and hybrid work arrangements	telMAX embraces a hybrid work environment.	Reduces commuting-related barriers and supports employee inclusion and retention.

3. Consultations

telMAX is committed to ensuring that the perspectives and experiences of persons with disabilities inform our accessibility planning and continuous improvement efforts.

In developing its Accessibility Plan, telMAX has reviewed existing accessibility practices across its workplace, digital platforms, customer communications, products and service delivery processes to identify potential barriers and opportunities for improvement. Its also leveraged digital and other vendor best practices and accessibility insights.

telMAX recognizes that this internal review is not a substitute for direct consultation with persons with disabilities. It will undertake consultations with employees, customers and individuals with lived experience of disability, and use the findings to identify additional accessibility improvements. telMAX will document the feedback received, the actions arising from consultation and our progress in addressing identified barriers.

The following is the template telMAX will use to track stakeholder feedback:

What we Heard	How telMAX Responds	Evidence
[Insert validated consultation finding]	[Action, owner and due date]	[Consultation ID / decision record]
[Insert validated consultation finding]	[Action, owner and due date]	[Consultation ID / decision record]

4. *Accessible Canada Act* Principles

telMAX will consider dignity, equal opportunity, barrier-free participation, meaningful choice, intersectionality, involvement of persons with disabilities, and the highest level of accessibility possible. For example, workplace accommodations are handled through a confidential, individualized process (dignity); job postings using plain language, application forms are accessible, and accommodations are offered at every stage of hiring (equal opportunity); our office is single-level with barrier-free entrances and our website was redesigned with accessibility in mind (barrier-free participation); and customers and employees can reach us by telephone, TTY, email, mail or an anonymous webform (meaningful choice). telMAX will undertake a consultation with persons with disabilities, and the feedback we receive will inform each progress report and plan update.

Appendix A. Existing telMAX Accessibility Feedback Process

The telMAX Accessibility feedback process includes the following:

- A designated telMAX contact.
- Options to provide feedback (mail, telephone, email, online / web, phone, TTY, anonymous)
- Acknowledgement of feedback
- How the feedback will be used
- Retention policy

Accessibility Feedback Options

- **Designated Contact**: Director, Strategy & Compliance, telMAX Inc.
- **Anonymous**: Online submission
- **Email:** Regulatory@telmax.com
- **Telephone including TTY support**: 905-233-7377 (Monday–Friday, 9 a.m.–5 p.m. ET)
- **Regular Mail**: 15 Allstate Parkway, Suite 500, Markham, ON L3R 5B4

Anonymous Feedback

Individuals providing feedback can include personal contact information, but they do not have to. If you wish to submit feedback anonymously, the online webform is the best method to do so your contact information, such as a phone number or email address, will not be visible.

Acknowledgement of Feedback

Acknowledgement of receipt will be sent for feedback received by email and webform. Feedback provided through telephone; TTY involves direct interaction with a telMAX employee. Therefore, the employee will acknowledge receipt of the feedback. For feedback received by mail, if contact information is included, an acknowledgement letter will be mailed to the address provided.

Employee Feedback

telMAX employees can contact the Regulatory Officer directly. If an employee wishes to remain anonymous, the Online webform can be used.

How Feedback will be Used

Feedback will help telMAX continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, and some may highlight issues that need to be addressed right away. However, all feedback received will help telMAX develop its future accessibility plans and will help us better understand how we are progressing towards our accessibility goals.

Retention

All feedback received will be converted into a suitable digital format and will be stored in telMAX's document management system. A filing system has been created specifically to manage feedback related to the *ACA*. Records will be retained for seven years. Feedback (except that submitted anonymously) will be sorted by source, meaning whether it was received from an employee or from an external stakeholder. The feedback will then be further categorized by the relevant areas under section 5 of the *ACA*. telMAX employees will also document feedback using telMAX's internal document management platform.