

SMART CHOICE COMMUNICATIONS, LLC

Accessibility Plan

2023 – 2026

INTRODUCTION

Smart Choice Communications, LLC (Smart Choice Communications or Company) is dedicated to providing a fair and comfortable workplace environment for our employees and enhancing the accessibility of our products and services.

This Accessibility Plan is prepared in compliance with the statutes and guidelines in consideration of all requirements as set forth in the Accessible Canada Act (ACA) and its regulations. Additionally, this plan details the Company's procedures for securing the collection of feedback employees, partners, and customers to improve our accessibility programs.

The Company is committed to making sure equal access and participation exists for people with disabilities, treats everyone in a way which supports, an individual's dignity, independence, and unique abilities. As a company, on a firmwide basis, we promote DEI (diversity, equity, and inclusion) and most importantly equal opportunities for everyone.

As specified in this plan, we are firmly dedicated to address and support the needs of people with disabilities throughout our organization.

FEEDBACK PROCESS

Company welcomes feedback from its employees, users, and the general public. You can provide accessibility feedback, including feedback on this plan, through the following methods:

Email our Accessibility Team at regulatory@smartchoiceus.com.

Feedback can be provided anonymously via the feedback form contact

EMPLOYEE FEEDBACK

Company encourages its employees, including persons with disabilities, to ask questions and provide direct feedback to their Human Resources representatives. Company maintains a policy whereby employees can file a request for issues including IT support (software or hardware) and understanding how to request accommodation or a leave of absence.

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EMPLOYMENT

Identified Barriers:

There is an opportunity for greater engagement, promotion, and communication to support accessibility, encourage self-disclosure, and enhance a supportive workplace culture and community.

As a Company we always will continue to actively evaluate and reevaluate the effectiveness of the workplace accommodation processes, ensure our company culture and employees maintain integrity. And on an ongoing basis continuing to investigate the value of additional learnings and trainings on a long-term basis of how and when to request an accommodation, improvements, and acceptance along with support for all Company employees.

THE BUILT ENVIRONMENT

Identified Barriers:

The Company has no physical office in Canada, nor any employees in Canada and/or any of the Canadian provinces.

Actions Steps:

None

TRANSPORTATION

The Company does not offer transportation services.

INFORMATION AND COMMUNICATION TECHNOLOGIES

The Company always works to continue to improve to provide products and services that are accessible to all customers and users and usable by everyone. The Company goal is to remove barriers which prevent individuals from benefiting from our next-generation products and features. In order to achieve this, on an ongoing basis the Company always seeks to create partnerships and contract with partners, employees, and users to identify and address limitations in our products and services. Thus, we are always in development efforts to always make our products and services used by everyone.

DESIGN AND DELIVERY OF PRODUCTS AND SERVICES

The Company's goal is to offer clear communication and support options to all customers and potential customers. We aim to ensure that our customer support services, marketing communications, and other communications are accessible to people of all abilities, providing meaningful access to information and support for those with disabilities. To achieve this, we continuously improve the accessibility of our communications and enhance our efforts to provide an exceptional customer experience.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

The Company prioritizes accommodating individuals with disabilities and providing them with the necessary tools so they can succeed at their jobs. We also communicate our accessibility requirements to our vendors.

Appendix A - The Principles of the ACA

The Company has developed its Accessibility program the guiding principles as set forth in Section 6 of the ACA.

1. All persons must be treated with dignity regardless of their disabilities.

 2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.

 3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.

 4. All people must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

 5. Laws, policies, programs, services, and structures must consider the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.

 6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures.

 7. The development and revision of accessibility standards and the making of regulations must be.

 8. Done with the objective of achieving the highest level of accessibility for persons with disabilities.
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Appendix B - Telecommunications Act Requirements

Section 511 of the ACA lists the conditions imposed and regulations made under the Telecommunications Act to which the Company is subject as related to the identification and removal of barriers and the prevention of new barriers.

- 1.** VoIP providers must provide Teletypewriter Relay (TTY Relay) Service and Internet Protocol Relay (IP Relay) Service 24 hours a day, 7 days a week. Telecom Regulatory Policy CRTC 201711.
 - 2.** VoIP providers must have an easy-to-find home page link to the accessibility section of the website and to promote, in an accessible manner, information on all of their disability-specific services and products. Telecom Regulatory Policy CRTC 201711.
 - 3.** VoIP providers are to make the information on telecommunications services and products and any customer service functions on their websites available in an accessible manner. Telecom Regulatory Policy CRTC 201711.
 - 4.** VoIP providers are to make their general call centers accessible by (a) training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service providers' products and services for persons with disabilities, and (b) making Interactive Voice Response systems accessible, which could be by transferring the call to a call center. Telecom Regulatory Policy CRTC 201711.
 - 5.** VoIP providers must provide information on limitations on VoIP 911/E911 service in accessible formats and to explain information to those with disabilities upon request. Telecom Regulatory Policy CRTC 201711.
 - 6.** VoIP providers must make available to subscribers who are blind billing statements, billing inserts, dialing plan changes, and information setting out rates, terms, and conditions of service in accessible formats. Telecom Decision Telecom Regulatory Policy CRTC 201711.
 - 7.** VoIP providers must provide paper bills upon request and at no charge to customers with disabilities. Telecom and Broadcasting Decision CRTC 202228.
 - 8.** VoIP providers must provide communications regarding 988 and the transition to 10-digit dialing in ASL and LSQ. Telecom Regulatory Policy CRTC 222234.
 - 9.** Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be made available, upon request, in print, large print, braille, audio format electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities, or any other format that the person and the regulated entity agree upon and for which there is proof of the agreement. CRTC Accessibility Reporting Regulations, SOR/20211160.
 - 10.** Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be published in a way that meets WCAG guidelines. CRTC Accessibility Reporting Regulations, SOR/20211160.
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Appendix C - Document Control

Document Title	Accessibility Plan Accessible Canada Act	Policy Number	8
Descimination/Release	Public	Revision #	1
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Audience:	All		
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Review & Comment/Amend Date

Date	Comment	By:

Document Revision History

Revision Number and Date	Description	Edited By	Revision Approved By
5/2024	Created document	Jarrett Wolfe	Approved