

EPSILON'S ACCESSIBILITY FEEDBACK PROCESS

The Accessible Canada Act is a federal law that aims to find, remove, and prevent barriers facing people with disabilities. The Act applies to the federal government and to organizations that are regulated by the federal government. The aim is to ensure that the environment, operations, programs, and products of those organizations are accessible and will benefit everyone, including persons with disabilities.

Epsilon Telecommunications Limited ["Epsilon"], as a telecommunications service provider (reseller) registered in Canada is a regulated entity. As such, we have established a process for receiving and responding to feedback about barriers that customers may encounter when dealing with us as required by the Accessible Canada Act beginning 1 June 2023.

Person Designated for Receiving Feedback

We have a designated Accessibility Officer who will receive feedback on behalf of Epsilon and their contact details are set out under the heading "**Methods of Providing Feedback**" below.

Feedback Content

Epsilon encourages and appreciates feedback and comments from employees, clients, members of the public, and others on –

- the manner in which it should implement its accessibility plan; and
- the barriers encountered by persons that deal with Epsilon.

To assist us in understanding and addressing your feedback, it is helpful to include the following information in your feedback:

- i. The time and date that you experienced the issue;
- ii. A detailed description of your interaction with us and how it was affected by a barrier to accessibility;
- iii. Your contact information (except if you wish to submit your feedback anonymously); and
- iv. Your preferred alternate format for receiving a response to your feedback.

Methods of Providing Feedback

Feedback can be provided in any of the following ways:

- Electronically (by email) to &Epsilon_Legal@epsilontel.com
- By post addressed to - The Accessibility Officer, 151 Lorong Chuan #06-01A New Tech Park Singapore 556741.

Anonymous Feedback

Employees, clients, members of the public and others can also provide their feedback anonymously via any of the ways above. Anonymous feedback will be considered on an equal basis to any other feedback that we receive. However, we will not have the ability to acknowledge receipt of anonymous feedback.

Acknowledgement of Receipt

Epsilon will acknowledge receipt of feedback, other than anonymous feedback, and will respond to the feedback via any of the means above. Individuals providing feedback can expect a response within 7 business days.

Epsilon will record and retain all feedback received and note when it was submitted, how it was submitted, who received the feedback, what was requested, when and how it was dealt with, by whom and when.

Alternative Formats

Our feedback process is by default in an electronic format that is compatible with the most common adaptive technologies that are intended to assist persons with disabilities that are native to Microsoft Windows, Windows Mobile, macOS and iOS. If you require, you may also request this description of our feedback process in print, large print, braille, audio or any other format that you and our Accessibility Officer have agreed upon.

You may request this description of our feedback process in an alternate format via any of the methods for providing feedback that are listed above. We will then make the description of our feedback process available to you in the requested format as soon as feasible, but at the latest:

- i. In the case of a request for a description in braille or an audio format, on the 45th day after the day on which the request is received; and
- ii. In the case of a request for a description in print, large print or any other mutually agreed format, on the 20th day after the day on which the request is received.

Privacy

Personal information of persons who provide feedback will remain confidential and will be processed according to our privacy policy. Further information about Epsilon's data protection practices is available here – <https://epsilontel.com/privacy-policy/>