



Sunwire Inc.
Accessibility Plan 2024-2027

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About Sunwire

Founded in Sudbury, Ontario as a software development firm in 2009, Sunwire was able to achieve early success by developing a state-of-the-art, fully customizable and scalable IP-based business phone system. In 2010, the phone system turned into a deployable appliance – the SolSwitch – which has gone on to process over 1 billion phone calls.

Today, Sunwire is one of Ontario's fastest growing telecommunications providers.

Sunwire's 2024-2027 Accessibility Plan

Sunwire is committed to fulfilling our requirements under the [Accessible Canada Act](#) (ACA). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities in a way that allows them to maintain their independence and dignity.

Our plan shows how we will play our role in making Canada an accessible country for all Canadians.

The plan is reviewed and updated at least once every 3 years.

We train every person as soon as possible after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Our accessibility plan is publicly posted at: <https://www.sunwire.ca/company/accessibility>

Accessible formats of this document are free on request. Please see Contact Information.

Contact Details

At Sunwire, we believe that open communications and feedback are vital for fostering a culture of continuous growth and improvement. We are committed to providing exceptional experiences, be it through our products, services, or the work environment for our employees. To achieve this, we actively seek and welcome your valuable feedback.

You can provide your insights and feedback about this plan or about accessibility at Sunwire by contacting our Accessibility team through the following channels:

Name: Derrick Chartrand, Accessibility Officer

Email: accessibility@sunwire.ca

Telephone: 1-833-727-6777

Mail: Sunwire Inc – Accessibility Team
850 Barrydowne Road, Suite 100
Sudbury, ON
P3A 3T7

Thank you for being an essential part of our journey.

Definitions from the Act

Barrier

Means anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or practice that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability

Means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation-whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

Accessibility

Refers to the design and implementation of products, services, environments, or facilities to ensure that people with disabilities can access and use them with ease and without barriers. It is about creating inclusive spaces and experiences that accommodate a wide range of abilities, ensuring that everyone, regardless of their physical, sensory, cognitive, or other disabilities, can participate fully in society. This can involve considerations such as wheelchair ramps, braille signage, screen readers for websites, closed captioning for videos, and other accommodations to make information and resources available to everyone.

Purpose of the Act

The purpose of the Accessible Canada Act is to make Canada barrier-free by January 1, 2040. This involves identifying, removing and preventing barriers in federal jurisdiction in the following priority areas:

- Employment
- The built environment (buildings and public spaces)
- Information and communication technologies
- Communication, other than information and communication technologies
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation



Consultations

We have begun consultations with our staff, stakeholders, and the public at large.

This portion of our plan will be updated once this critical step has been completed.

Types of Alternate Formats

Some people may have difficulty reading online or print documents. They can ask Sunwire to provide documents in alternate formats.

This section describes the alternate formats that Sunwire will make available upon request within the indicated timelines.

Print: printed or electronic – 15 days after the day on which the request is received

Large print: printed or electronic text with a larger font size. The smallest font size will be between 16 and 20 points. – 15 days after the day on which the request is received

Braille: a system of cells and dots that represent characters and numbers. Braille can be in electronic or physical format. Readers can use their fingertips to read raised dots on paper. Some electronic devices can read Braille in electronic format as well. – 45 days after the day on which the request is received

Audio format: an audio recording or data file. – 45 days after the day on which the request is received



Employment

Sunwire is dedicated to inclusive employment, adhering to accessible standards. We ensure equal opportunities for all and foster a workplace where every individual's abilities are valued and respected.

Sunwire's job postings explicitly state our commitment to accessibility accommodations, ensuring that candidates with diverse needs can fully participate in the application process. We welcome individuals to inform us of any specific requirements to facilitate their engagement with our opportunities.

The build environment (buildings and public spaces)

Sunwire has employees working in various locations. Some work exclusively from home. Others split their time working from home and from the office. While some work exclusively from the office.

Action:

Sunwire will continue to monitor, identify, and remove barriers whenever possible.

The building is currently replacing its dated elevator to a new modern model.

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Information and Communication Technologies

Sunwire is deeply committed to making information and communication technologies (ICT) accessible to all. We prioritise the development and implementation of inclusive principles, ensuring that our digital platforms and services are usable by people of all abilities. Through ongoing innovation and collaboration, we strive to remove barriers and empower individuals to fully engage with our technology, fostering a more inclusive digital world.

Action:

Sunwire will continually review feedback from its clients to fulfill our commitment to accessible communications.



Communication, other than Information and Communication Technologies

Sunwire is dedicated to transparent and inclusive communication with the public, ensuring that information is accessible to all individuals. We employ diverse communication channels and formats, such as plain language, alternative formats, and digital accessibility standards, to reach a broad audience. Our commitment to accessibility extends to our website, documents, and public interactions, fostering an inclusive dialogue and empowering everyone to participate fully.

As part of this dedication, Sunwire will accommodate its clients' preferences by offering paper billing options at no extra cost. Recognising that some clients may prefer traditional paper statements for their billing needs, Sunwire ensures that this option remains available alongside digital alternatives. This commitment to paper billing underscores Sunwire's dedication to accessibility and inclusivity, ensuring that all clients, regardless of their technological preferences or constraints, can easily manage their accounts and stay informed about their billing. By offering this choice, Sunwire emphasises its customer-centric approach, prioritising convenience, and flexibility to meet the diverse needs of its clientele.

Action:

Sunwire will maintain its dedication to inclusive communication with the public by regularly reviewing its documentation and ensuring it is available in accessible formats.

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The procurement of goods, services, and facilities

At Sunwire, we prioritise accessibility in our procurement processes to ensure that the products and services we acquire are inclusive and usable by all. Our goal is to empower employees involved in procurement to prioritise accessibility considerations, thereby contributing to a more inclusive workplace and customer experience. By integrating accessibility criteria into our procurement practices, we aim to foster a culture of inclusivity and equity throughout our organisation.

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The Design and Delivery of Programs and Services

Sunwire is unwavering in its commitment to ensuring the accessibility of the design and delivery of all its programs and services. We adhere to rigorous standards and guidelines to guarantee that our offerings are inclusive and usable by all individuals, regardless of ability. Through continuous evaluation, feedback mechanisms, and collaboration with stakeholders, we strive to identify and address accessibility barriers proactively. Our dedication to accessibility reflects our core values, driving us to create an environment where everyone can fully participate and benefit from our programs and services.

Action:

Sunwire offers TV services to its customers. This service includes closed captioning, as well as several AMI audio channels.

We are currently exploring the option to offer a spoken TV guide.



Transportation

This area of the ACA is not applicable to Sunwire as we do not offer transportation.

Principles of the Accessible Canada Act (ACA)

Sunwire's accessibility plan considers the principles set forth in section 6 of the ACA.

- a) All persons must be treated with dignity regardless of their disabilities.
- b) 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.
- c) All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
- d) All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.
- e) Laws, policies, programs, services, and structures take into account 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.
- f) Persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures, and
- g) The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.