

Feedback Process Description

CIK Telecom Inc.

CIK Telecom Inc. (CIK) is committed to providing accessible services across Canada. As such we encourage you to share any feedback on accessibility barriers that you may have experienced when interacting with our organization or on the implementation of our Accessibility Plan by CIK Telecom Inc.

Feedback can be general or specific, but including more details such as the date, the name of the webpage, the application, or the activity involved can help us better understand your concerns.

At CIK Telecom, we have a designated Manager for Accessibility who is responsible for receiving and addressing any feedback related to accessibility. This individual is trained to handle accessibility concerns and is committed to ensuring that all feedback is addressed in a timely and effective manner.

Designated Manager for Accessibility: Frank Han, who is the Executive Director

Feedback can be sent by:

Mail

Accessibility Champion

CIK Telecom Inc.

241 Whitehall Drive, Markham, Ontario L3R 5G5

Telephone

1-416-879-9666 from Monday to Friday, 9:30 a.m. to 6:00 p.m. (Eastern Time)

Email

accessible@ciktel.com

Anonymous Feedback

At CIK Telecom, we value your privacy and understand that some individuals may prefer to provide feedback anonymously. Individuals who provide feedback to CIK Telecom can choose to provide personal and contact

information, but it is not mandatory. We are committed to protecting the confidentiality of all feedback received.

Employee Feedback

At CIK, employees have the option to submit feedback or suggestions anonymously through the use of a suggestion box placed in a common area or an online webform. This allows them to provide their input without having to reveal their identity.

Acknowledgement of Feedback

CIK will acknowledge receipt of feedback in different ways depending on the method it is received. For feedback received by email, an automatic acknowledgement of receipt will be sent. For feedback received by mail, if contact information is provided, an acknowledgement letter will be mailed to the address provided. Feedback provided through telephone and live chat will be acknowledged directly by a CIK employee directly.

How feedback will be used

At CIK, we value feedback from all parties as an important part of our ongoing efforts to improve the accessibility of our services. We appreciate all feedback and suggestions, whether they require an immediate response or not. Your input will help us develop and refine our accessibility plans, and assess our progress towards our goals.

Key Areas

We are open to receiving feedbacks for the following sections, and the feedback will be processed by the dedicated department:

- **Employment:** Human Resources department
- **Built Environment:** Health and Safety department, Human Resources department, and Warehouse department
- **Information and Communication Technologies:** IT department
- **Communications, other than ICTs:** Customer Care department and Marketing department
- **Procurement of goods, services and facilities:** Accounting department and Warehouse department
- **The Design and Delivery of Programs and Services:** Customer Care Department and Marketing department
- **Transportation:** Transportation does not currently apply to CIK's operations.

Alternative Formats

If you require an alternative format of the feedback process description in print, large print, Braille, audio format or an electronic format compatible with adaptive technology, you can send an email to accessible@ciktel.com to request it.