



## **Accessibility Feedback Process Description**

The North America Connect it Networks Inc. (“Connect it”) is committed to ensuring our services are accessible for everyone. We welcome questions or feedback about any issues involving accessibility, including how we can remove any barriers to the accessibility of our products, services, website and points of sale. Please share your questions, comments and feedback using any of the methods below:

### **How To Share Your Feedback with Us**

**Email:** French: [retroaction.accessibilite@connectitnet.com](mailto:retroaction.accessibilite@connectitnet.com)  
English [accessibility.feedback@connectitnet.com](mailto:accessibility.feedback@connectitnet.com)

**Mail:** 4400 Rue Garand, Laval, Quebec, H7L 5Z6

### **What We Do with Your Feedback**

Your feedback will be received, reviewed, and addressed by Connect it’s Accessibility Manager and incorporated into our accessibility plan, in accordance with the *Accessible Canada Act*.

### **Acknowledgement and Follow-up**

Feedback can be submitted anonymously, however if you would like us to follow up with you, please provide your contact information, which will be kept confidential, and treated in accordance with our privacy policy. We will acknowledge receipt of all feedback unless it is submitted anonymously.

## **Alternative Formats**

If you require a description of our accessibility feedback process in another format, please let us know. We will provide you with a print, large print, or adaptive electronic format version within 20 days, and a braille or audio version within 45 days of your request.

## **Web Content Accessibility Guidelines**

This page has been designed to meet the requirements of Level AA of the Web Content Accessibility Guidelines.