

**STORM INTERNET SERVICES
ACCESSIBLE CUSTOMER SERVICE PLAN
PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

Page 1 of 2

Storm Internet Services ("Storm") is committed to excellence in serving all of its clients including people with disabilities.

Assistive Devices

Storm will ensure that staff is trained and familiar with various assistive devices that may be used by our clients with disabilities while accessing our goods and services.

Communication

Storm will communicate with people with disabilities in ways that take into account their disability.

Service Animals

Storm welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be encouraged to have that support person accompany them while on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities (network outages/office closures), Storm will notify all customers promptly. This notice will include information about the reason for the disruption, its anticipated length of time and a description of alternative services and/or facilities, if available. This notice will be emailed to all clients. For facility-related disruptions, notices will be clearly posted on the front doors of Storm's offices located in Ottawa, Perth and Chesterville.

Training

Storm will provide trainings to its employees who deal with the public. Individuals in the following positions will be trained: Customer Service Representatives and all Administrative Support Staff. This training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Storm's Plan related to the Customer Service Standard;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- what to do if a person with a disability is having difficulty in accessing Storm's goods and services; and
- provide staff with continuous training as changes are made to Storm's Accessible Customer Service Plan.

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Page 2 of 2

Feedback Process

Customers who wish to provide feedback on the way that Storm provides goods and services to people with disabilities can send an email to hr@storm.ca. Customers can expect to hear back within ten (10) business days.

Notice of Availability

Storm's **ACCESSIBLE CUSTOMER SERVICE PLAN PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES** is available on our website at www.storm.ca. A hard copy of this Plan is also available in accessible format, i.e., large print, upon written request.

Modifications to this or Other Policies

Any policy of Storm that does not respect and promote the dignity and independence of people with disabilities will be modified and/or removed.

Annual Review of this Policy

Storm will review this Policy in January of each year to ensure compliance with The Accessibility for Ontarians with Disabilities Act.

Reviewed: at January 31, 2017 (no changes made)