

## **Accessibility Customer Service Plan Providing Services to People with Disabilities**

Effective 08/01/2019  
Last Update 08/01/2019

**Barry Technology Services, LLC d/b/a goBEC Fiber Network** is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff members are properly trained and familiar with the various assistive devices on site at our business office and with those we provide which may be used by customers with disabilities while accessing our services.

### **Communication**

We will communicate with people with disabilities in a manner that will take into account their disability and needs.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on all 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 allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

### **Training**

**goBEC Fiber Network** will provide training to employees, volunteers and others who deal with the public on our behalf. Training will also be provided to those personnel involved in the development of company policies, plans, practices and procedures related to the provision of our goods and services. Training will be provided to staff that work with the public at the time of hire and revisited at a minimum on a yearly basis, including when an update is made to any applicable policy, program or service. Specifically, Customer Service Representatives, Cashiers, Receptionist and Service Installers will be trained. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard as well as the Federal Communication Commissions
- **goBEC Fiber Network'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 accessing **goBEC Fiber Network's** services

## **Feedback Process**

Customers who wish to provide feedback regarding the manner in which goBEC Fiber Network provides services to people with disabilities **email us at [info@gobec.net](mailto:info@gobec.net)**, including complaints, and it will be **reviewed by our management staff**. Customers can expect to hear back in **72 hours**.

## **Notice of Availability**

**goBEC Fiber Network** will notify the public that our policies are available upon request by posting them on the company website.

## **Modifications to Policies**

Any policy of **goBEC Fiber Network** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.