

## ACCESSIBILITY PLAN

### Background

Epsilon Telecommunications Limited (“Epsilon”) is a telecommunications services provider (T3 reseller) registered with and regulated by the Canadian Radio-television and Telecommunications Commission. This Accessibility Plan is published pursuant to the requirements of the Accessible Canada Act (“ACA”).

Epsilon’s global corporate headquarters are located at 151 Lorong Chuan #06-01A New Tech Park Singapore 556741.

### Accessibility Statement

Epsilon is committed to treating everyone in a way that allows them to maintain their personal dignity and independence.

### Consultation process

Epsilon allocates the necessary internal resources to ensure the implementation of accessibility standards across our customer facing systems and to be responsive to feedback we receive.

Employees, customers, members of the public and all others may contact the designated Accessibility Officer via email to [Epsilon\\_Legal@epsilontel.com](mailto:Epsilon_Legal@epsilontel.com) or by post addressed to The Accessibility Officer, 151 Lorong Chuan #06-01A New Tech Park Singapore 556741. You will receive an email confirmation of receipt of your feedback. Any personal information provided will be kept strictly confidential unless you consent to its disclosure. Anonymous feedback will be considered on an equal basis to any other feedback that we receive. However, we will not have the ability to acknowledge receipt of anonymous feedback.

### Commitment to Principles of the ACA

Epsilon is committed to the accessibility principles set out in Section 6 of the ACA and this means:

- 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, programmes, services and structures must 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.