

Hybrid Wireless Inc.

Accessibility Plan

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1. Policies, Programs, Practices and Services

Hybrid Wireless Inc. is committed to identifying, removing, and preventing barriers that affect persons with disabilities in our services and operations. The following measures are in place or planned:

- Customer service staff are trained to accommodate requests from customers with disabilities.
- Customers may contact us by phone, email, or in writing to request accommodations or report barriers.
- Our website is reviewed periodically to improve accessibility in accordance with WCAG 2.1 Level AA guidelines.
- New policies and service changes will be reviewed to assess and prevent the introduction of new barriers.

We will review and update this plan at least every three years, or sooner if significant changes occur.

2. Consultation with Persons with Disabilities

In preparing this initial accessibility plan, Hybrid Wireless Inc. reviewed publicly available guidance from the Canadian Radio-television and Telecommunications Commission (CRTC) and the Accessible Canada Act. As a small organization with fewer than 15 employees, formal external consultation was limited at this stage.

Going forward, we will seek input from employees, customers, and members of the public with disabilities when updating this plan. Feedback can be submitted at any time by contacting us directly.

3. ACA Principles

In preparing this plan, Hybrid Wireless Inc. took into account the principles set out in section 6 of the Accessible Canada Act:

- **Dignity:**
- **Equal opportunity:**
- **Barrier-free access:**
- **Meaningful choice:**
- **Intersectionality:**
- **Involvement:**
- **High standards:**

4. Contact and Feedback

We welcome feedback on this accessibility plan and on barriers you may have encountered. To share feedback or request an accessible format of this document, please contact us:

- Email: [your email address]
- Phone: [your phone number]
- Mail: [your mailing address]