

VoIP.ms
Accessibility Plan
2024-2027

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Review and Update Log

Reviewed By	Approved By	Update Date
Raymond-Pierre Vivet	David Rouleau	April 11 th 2025

1. General Information

1.1 Introduction

9171-5573 Québec Inc. (hereinafter "VoIP.ms") is a leading Canada-based telecommunications provider specializing in VoIP (Voice over Internet Protocol) services, offering a wide range of solutions for both personal and business communication needs. Committed to innovation and customer satisfaction, VoIP.ms delivers reliable, cost-effective, and scalable telecommunication options worldwide.

VoIP.ms is dedicated to identifying and addressing accessibility barriers. To better understand the challenges faced by people with disabilities, we have engaged with various Canadian organizations advocating for disability rights.

This document presents an overview of VoIP.ms' three-year Accessibility Plan, which underscores our commitment to the inclusion and accessibility of people with disabilities. The plan is crafted to align with the Accessible Canada Act (ACA) and its associated regulations.

Our commitment extends to the proactive identification, removal, and prevention of accessibility barriers, ensuring equitable access to our services and technologies for all individuals. By continuously enhancing our practices and adhering to inclusive standards, we strive to foster a more accessible and inclusive environment.

This document has been elaborated with the accessibility standards outlined in the Web Content Accessibility Guidelines (WCAG). Additionally, the document supports PDF reader functionalities that allow modifications in display settings to enhance readability.

1.2 Accessibility Team

An Accessibility Team was established to develop this plan, ensuring a comprehensive approach to identifying and addressing accessibility barriers. This team has worked diligently to create strategies that align with the Accessible Canada Act (ACA) and promote inclusivity across all aspects of our services and technologies. The team, includes, but is not limited to:

David Rouleau

Chief Executive Officer

Christian Rangel

Director, Customer Experience

Fernando Rodriguez

Director, Product

1.3 Feedback Process

VoIP.ms adopted a feedback process that complies with CRTC requirements and is available at <https://voip.ms/accessibility-centre>. This process allows anyone to submit comments on the accessibility of our services.

In essence, Christian Rangel, Director of Customer and Employee Experience at VoIP.ms receives the feedback. People who would like to submit their comments can use the following communication channels:

Through e-mail: accessibility@voip.ms

Through live chat: Available on VoIP.ms website at <https://voip.ms/>

Through phone: 1-877-786-4767

Through an online form: Available at <https://voip.ms/accessibility-centre>

Through mail:

VoIP.ms
2480, boulevard des Entreprises
Suite #200
Terrebonne QC
J6X 4J8

You can submit your feedback anonymously, although we may be able to better serve you if you provide your name, phone number, and email address. Stay assured that this information will not be shared with any third party.

We will acknowledge your feedback automatically when it is sent through email or our accessibility web form. Feedback received through phone and live chat shall be acknowledged by the VoIP.ms employee with whom you are communicating. By contacting us, you agree to the collection, use and storage of your personal information provided to us for the purposes of responding to you and improving our services. Each piece of feedback sent to VoIP.ms shall be retained, in an electronic or print format, for at least 7 years.

2. Consultation with People with Disabilities

As part of the development of this Plan, VoIP.ms consulted with organizations advocating for disability rights, including, but not limited to the Canadian National Institute for the Blind (CNIB), the Canadian Hard of Hearing Association (CHHA) and the Canadian Association of the Deaf (CAD).

During our review, we identified several areas for improvement, which are detailed in Section 3. Given that VoIP.ms operates entirely online, enhancing accessibility is crucial.

Websites, Platform, and Content Accessibility

- Enhance visual clarity by improving contrast, increasing text size and spacing, and selecting clear, accessible fonts.
- Ensure full compatibility with screen readers and emphasize key information using bold formatting.

Customer experience

- Maintain and expand accessibility features like call and voicemail transcription, captioned tutorial videos, and streamline processes for clarity and simplicity.

3. VoIP.ms Policies, Programs, Practices, and Services

3.1 Information and Communication Technologies

VoIP.ms is committed to eliminating existing barriers and preventing new obstacles in our information and communication technologies by adopting inclusive practices such as:

Website: We have identified that our website could be significantly enhanced by adhering to standards such as WCAG 2.1 level AA. Implementing these standards in the future will help us improve accessibility, ensuring equal access for all users and demonstrating our commitment to inclusivity.

Customer Experience: We are committed to enhancing accessibility and already offer support through email, tickets, live chat, and phone for any questions or general comments, along with providing transcripts of these interactions¹.

¹ At the exception of phone interactions.

For any new customers who may experience difficulties using our platform, we proactively reach out to offer personalized assistance, ensuring they can fully access and utilize our services. These efforts reflect our dedication to ensuring all users have equal access to our services and support.

Service: Our service encompasses a variety of features designed to enhance accessibility and optimize user experience. Notable examples include Call Transcription available in over 100 locales, real-time notifications via email, and advanced security notifications to protect users.

VoIP.ms also supports any SIP devices, facilitating seamless integration with customers' existing equipment. We are committed to continuously integrating and enhancing accessibility features within our service, ensuring seamless access for all users as the years progress.

3.2 Procurement of Goods, Services, and Facilities

We will ensure that new purchases for goods and services meet accessibility criteria by integrating specific clauses in our tenders and contracts when appropriate.

3.3 Design and Delivery of Products and Services

Our goal is for our products and services to be designed and offered in a way that ensures accessibility for all, taking into account the specific needs of people with disabilities right from the design phase.

We will raise awareness among our product teams about the importance of accessibility in the development of our websites, ensuring that inclusivity is a core consideration in every aspect of our design and implementation processes.

We already provide numerous tutorial videos with subtitles, comprehensive knowledge base articles, and intuitive guides. Moving forward, we will continue to develop additional content, always keeping the needs of people with disabilities in mind to ensure our resources are accessible to everyone.

3.4 Other Communications

In addition to the measures taken for information technologies (Section 3.1), we are committed to further educating our entire workforce about the challenges faced by people with disabilities. In the short term, this will include:

- Establishing a dedicated accessibility page on our intranet, which will serve as a comprehensive resource for all employees, providing essential information, updates, and tools related to accessibility.
- Developing and distributing a detailed guide that covers accessibility terminology and best practices for communication, ensuring that our team is well-equipped to support and interact inclusively with colleagues and customers with disabilities.

Improvements as of 2025

- We have created resources into our Learning Management System (LMS) to enhance understanding of accessibility, terminology, and related topics, ensuring that both management and employees have convenient access to the information needed to stay informed.

3.5 Recruitment and Employment

VoIP.ms is committed to fostering a workplace that promotes equity, diversity, and inclusion for its entire workforce. We recognize that the diverse experiences of our employees significantly enrich our culture and achievements, and it is essential that the diversity of our customers is adequately represented within our organization.

We reviewed our recruitment policies and employment procedures to ensure that proper accommodations are available.

- We already implemented a monthly-recurring anonymous feedback process for all employees.
- We are already conducting surveys with new employees after 30 days and again at the 3-month mark to gather insights.
- We will incorporate principles of diversity, equity, and inclusion into our internal policies, ensuring that every employee adheres to them.
- We will provide comprehensive training on diversity and inclusion issues to our employee experience staff to better support our workforce.
- We will actively communicate our initiatives to all employees to foster an inclusive workplace culture.

Improvements as of 2025

- The material has been added to our Learning Management System (LMS) to help employees and management understand the principles of diversity, equity, and inclusion, with the goal of fostering a respectful and accessible workplace and ensuring these values are upheld across the company.
- We have integrated comprehensive training on diversity and inclusion into our Learning Management System (LMS) as part of our training resources, supporting the ongoing education of all employees and managers in fostering a culture rooted in awareness, inclusion, and accessibility.
- We now actively communicate our initiatives during our quarterly employee meetings to ensure that all employees and management are fully informed and aligned on the importance of fostering an inclusive workplace culture.

4. Principles of the Accessible Canada Act

VoIP.ms Accessibility Plan considers the following principles which are directly in line with the legislation adopted by the Canadian government.

- Dignity: We ensure that all individuals are treated with respect and dignity in all our interactions.
- Equality of Opportunity: We promote equal opportunities to allow everyone to reach their full potential within our company and in relation to our services.
- Access and Participation: We aim for barrier-free access and full participation of everyone in our society.
- Autonomy: We respect everyone's right to make decisions about their lives with or without assistance, regardless of disability.
- Consideration of Disabilities: Our services are designed considering the specific needs of people with disabilities.
- Participation of People with Disabilities: We actively involve people with disabilities in the development and evaluation of our policies and services by engaging with Canadian organizations advocating for disability rights.
- Accessibility Standards: We are committed to achieving and maintaining the highest level of accessibility possible in all our areas of activity.

5. VoIP.ms Obligations

As a telecommunications provider, VoIP.ms operates under the jurisdiction of the Telecommunications Act and is regulated by the Canadian Radio-television and Telecommunications Commission (CRTC).

Our obligations include establishing technologies and practices that ensure the accessibility of our services to people with disabilities. VoIP.ms is subject to regular

monitoring and reviews by the CRTC to ensure compliance with these standards. We adhere to several codes of conduct created by the CRTC.

VoIP.ms is committed to making its products and services fully accessible. Beyond CRTC regulations, we comply with various federal, provincial, and municipal regulations, such as the Accessible Canada Act.

6. Conclusion

VoIP.ms is unwavering in its commitment to fostering an inclusive and accessible environment for all individuals. This Accessibility Plan outlines our dedication to identifying, removing, and preventing barriers, ensuring equal access to our services and technologies. By adhering to established accessibility standards and continually improving our practices, we strive to create a more inclusive society.

This Accessibility Plan is a living document that will be reviewed and updated regularly to reflect our ongoing commitment to accessibility for all. We remain dedicated to consistently enhancing our efforts to ensure inclusion and accessibility in all aspects of our operations.
