

Rogers Communications

2026-2028

Accessibility Plan

May 21, 2026

Rogers Communications Inc.

2026-2028 Accessibility Plan

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About Rogers

At Rogers, we have a highly skilled and diversified workforce. Our head office is in Toronto, Ontario, and we have numerous offices across Canada. We will work towards our commitments outlined in our Accessibility Plan.

This Accessibility Plan applies to those subsidiaries and divisions of Rogers Communications Inc. (collectively referred to as Rogers) that have legal obligations under the Accessible Canada Act (the ACA) and its regulations, as amended from time to time. For clarity, these are: Rogers Communications Canada Inc., Rogers Media Inc., Shaw Satellite Services Inc., Comwave Networks Inc., and Rogers Bank.

“We are committed to ensuring that every decision we make on the products and services we deliver, and the workplace we create for our teams is grounded with accessibility in mind. We support the Accessible Canada Act and are dedicated to delivering inclusive products and services that meet the diverse needs of all Canadians.” - Marisa Fabiano, Chief Human Resources Officer, Rogers.

Executive Summary

In 2019, the Government of Canada passed the ACA, legislation designed to help create a barrier-free Canada by 2040. As a federally regulated organization, Rogers must create accessibility plans that outline how barriers will be identified, removed, and prevented within the seven required priority areas.

- Employment
- Built environment
- Information communication technology (ICT)
- Communication, not including ICT
- Procurement of goods, services and facilities
- Design and delivery of programs and services
- Transportation

Our first Accessibility Plan was published in 2023.

Key accomplishments since our first Accessibility Plan include:

- Launched mandatory Accessibility Awareness Training for employees. Frontline employees received additional role-specific modules, from customer experience to technical support. New employees receive the training during onboarding.

- Developed an accessibility hub for employees, which includes articles about the accessibility features available in operating systems, applications (Windows and Microsoft Office), and hardware (mobile phones). This helps employees self-serve so they can select built-in accessibility features that meet their needs and preferences.
- Enhanced the accessibility offer for Rogers and Fido mobile plans to include additional data each month and a free voicemail-to-text feature to improve the user experience.
- Increased accessibility and usability for Rogers TV customers with the launch of the Rogers Xfinity Large Button Voice Remote and the Rogers Xfinity Web Remote which provides improved compatibility with assistive technology.
- We conducted accessibility audits and updated design documentation to align with accessibility standards, helping create workplaces that better support employees.

Our 2026-2028 Accessibility Plan reflects Rogers and its operations as of March 31, 2026. This plan outlines our expectations at the time of publication and may be updated as accessibility needs evolve for our employees and customers.

To help shape this plan, accessibility has been integrated into our Diversity, Equity, Inclusion, and Belonging (DEIB) strategy. We created a governance model with senior leaders and working groups across the company to guide the commitments in this plan. We also provided collaboration and awareness workshops to support inclusive design.

We hosted a DEIB Summit with members of our diversity groups and business units, including employees with accessibility needs. The summit celebrated leadership, strengthened capability, and aligned our accessibility priorities.

This plan was shaped by feedback and consultations from employees and customers, including individuals with accessibility needs. We are thankful for this open and honest feedback.

Since our last plan, new standards and guides have been published by Accessibility Standards Canada (ASC), the Canadian Standards Association Group (CSA Group) and amendments have been made to the Accessible Canada Regulations. We have incorporated these updates into our strategy.

We will review this plan annually and publish a progress report each year. Every three years, we will publish an updated plan that builds on our progress. The Human Resources Committee of the Rogers Board of Directors will continue to be informed of our progress.

General

How to Provide Feedback or Request an Alternate Format

We value your feedback in helping us create a more accessible Rogers. You can provide feedback on our Accessibility Plan, Progress Reports, or any barriers you have faced. The Manager for Accessibility is responsible for receiving accessibility-related feedback.

You can visit [Rogers Accessibility](#) to provide feedback about accessibility.

Contact methods:

- **Email:** accessibilityfeedback@rci.rogers.com, please include “Accessibility Feedback” in the subject line
- **Online form:** [Accessibility Feedback Form](#)
- **Voicemail:** 1(866)247-0000
- **Mail:**
 Manager for Accessibility
 Rogers Communications, Accessibility Feedback
 333 Bloor Street East
 Toronto, ON M4W 1G9

You can contact us using one of the methods on this page to request a copy of our Accessibility Plans, Progress Reports, or Description of the Feedback Process in an alternate format. Available formats include large print, braille, audio, or other agreed-upon formats in your communication, please include:

- The name of the document(s) you wish to receive (example: 2026-2028 Accessibility Plan)
- The document format you wish to receive (example: Large Print)
- Your preferred language (English or French)
- Your name, mailing address or email address so we can complete your request.

Accessibility Commitment and Principles

At Rogers, we are committed to improving accessibility across our organization to provide a better experience for our team members and customers. We are taking a meaningful approach to removing and preventing barriers to accessibility across our products and services, retail locations, and virtual and physical workspaces. At the same time, we are evolving attitudes and behaviours to build a more inclusive experience for all.

We respect the principles outlined in Section 6 of the ACA and guide our work with the following commitments:

- We will engage with individuals with accessibility needs and organizations that represent these individuals to help shape and inform our services, products, offerings, and connectivity efforts.
- We will identify, remove, and prevent barriers to accessibility on an ongoing basis.
- We will respect and value the dignity, independence, and lived experiences of individuals.
- We will promote integration, equal opportunity, and positive experiences for everyone.

Consultations

Rogers conducted consultations with employees and members of the public. We will use this feedback to improve experiences, as well as continue to consult on an annual basis to measure our progress. The barriers identified will be addressed over the next three years with progress communicated in progress reports.

Internal Consultations

We partnered with a third-party vendor to conduct voluntary focus groups consisting of 12 individuals (a combination of employees with accessibility needs and people leaders). We also conducted a voluntary survey, which received responses from 153 employees who identify as having an accessibility need.

The goal was to gather insights on how we are progressing on our accessibility journey.

What Worked Well:

- Employees valued having a defined accessibility strategy, which supports a coordinated approach to improving accessibility across the company.
- Employees appreciated the accessibility upgrades made to our workplaces, which have become easier to navigate.
- Employees found the accessibility training and resource hubs helpful for building awareness and knowledge.

Identified Barriers:

- Employees would like to see greater representation in the company of individuals with accessibility needs.
- Some employees shared that their mental wellbeing was affected by not always feeling able to express their authentic selves at work, challenges navigating the accommodation process and adjusting to organizational changes.
- Some employees, particularly those with invisible disabilities, remain hesitant to share accommodation needs due to concerns about potential bias or the impact on career progression.

External Consultations

We participated in two consultations, the first was with Rogers customers and the second with the industry association. In February 2026, we had a vendor recruit individuals with accessibility needs to interact with Rogers customer service. Feedback was gathered by a survey and focus groups. Participants included individuals with differences in vision, hearing and mobility. The top themes included:

What worked well:

- Customers were able to ask questions, get short and clear follow-up responses, and receive practical, easy-to-understand solutions when getting issues resolved.
- The wait time to connect with a frontline employee through chat was less than 5 minutes.
- Frontline employees were able to quickly and easily answer account information related questions.

Identified Barriers:

- Some customers found it difficult to find and use the online chat, especially assistive technology users.
- A few customers faced challenges transferring to a frontline employee after the online chat tool couldn't answer accessibility related questions.
- Customers weren't always offered accommodations when accessibility needs or barriers were communicated to frontline employees.

In October 2025, Rogers participated in industry consultations with 16 organizations that represent Canadians with accessibility needs. These consultations are held annually by the Canadian Telecommunications Association (CTA) to learn how wireless services meet their needs.

What is working well:

- Consultations have been valuable as participants noted positive changes based on feedback.
- Participants appreciate the greater availability of accessibility features in wireless products.
- Plans with increased data have made a big difference in the lives of individuals with accessibility needs.

Identified Barriers:

- Participants wanted to ensure that if accessibility offerings require a customer to share eligibility information, it is easy to provide.
- Participants described challenges logging into their account or authenticating as the process isn't always accessible.
- Participants felt that frontline employees could benefit from more disability etiquette training.

Accessibility Feedback

In 2025, Rogers received 247 pieces of accessibility-related feedback primarily by email and online form. All feedback was acknowledged in the same way it was submitted, except for feedback that was shared anonymously. If the individual provided their contact information and communicated that they faced barriers, we contacted them to provide support. Other accessibility feedback was shared with the business to provide insights to create this Accessibility Plan.

Common barriers:

- Individuals with differences in speech or hearing who tried to make account changes through online chat were sometimes asked to call for assistance.
- When Rogers began to retire the 3G wireless network, some customers needed to update their assistive technology to ensure compatibility with newer wireless devices.
- Assistive technology users faced barriers navigating websites and mobile apps.
- Individuals had questions about accessibility offers.

Accessibility Priorities

The commitments are organized into the seven priority areas mentioned in Section 5 of the ACA. We will leverage feedback received and consultation findings when increasing accessibility. Progress on these commitments will be communicated in progress reports.

Priority Area 1: Employment

This area aims to increase accessibility in the employee experience to improve productivity and the feeling of belonging for employees with accessibility needs. The focus for the previous plan was to enhance the recruitment process and improve support for individuals who use assistive technology or have medical accommodations. Over the next three years, we will work to improve the employee experience by further enhancing our recruitment and accommodation process, as well as explore research opportunities to make HR documents and employee tools more accessible. These improvements will draw on best practices published in the ASC “Employment Standard” (CAN/ASC-1.2024 REV-2025) and feedback received from employees.

- **Our commitment:** Continue to improve the recruitment process by removing identified barriers.
 - **How we will do this:** Use employee feedback and best practices from the Employment Standard.
- **Our commitment:** Enhance support for employees with accessibility needs by removing identified barriers.
 - **How we will do this:** Improve the medical accommodation and assistive technology support processes based on employee consultations and best practices from the Employment Standard.
- **Our commitment:** Embed accessibility into the employee life cycle by removing identified barriers.
 - **How we will do this:** Review feedback and best practices from the Employment Standard to create a roadmap to improve employee-facing digital documents and ICT.

Priority Area 2: Built Environment

This area aims to increase accessibility in the workplace and retail locations to make it easier for individuals to navigate buildings with ease and independence. In the previous plan, we focused on making improvements based on audits and updating internal documentation to align with newer building code guidelines to ensure consistency when renovating or updating buildings. We will continue to improve accessibility in our offices based on audits and standards published by the (CSA Group such as “Accessible Design for the Built Environment” (CSA/ASC B651) and “Accessible design for self-service interactive devices including automated banking machines” (CSA/ASC B651.2:22).

- **Our commitment:** Design and update retail spaces with accessibility in mind by removing identified barriers.
 - **How we do this:** Follow guidance from the Accessible Design for the Built Environment standard and review feedback from our customers when renovating stores or signing new leases.
- **Our commitment:** Continue to update workplaces for accessibility by removing identified barriers.
 - **How we do this:** Audit buildings to find areas for improvement. Updates will be based on guidance from the Accessible Design for the Built Environment Standard. The work will be prioritized starting with buildings that have a large number of employees.

Priority Area 3: Information and Communication Technologies

This area aims to increase accessibility for ICT used by employees, customers, and viewers/listeners so they have equal access to products and services. The focus for the last plan was to make improvements to some websites, monitor/assess websites for improvement, and provide templates and instructions to employees on how to create digital documents with accessibility in mind. The focus for the next three years is to ensure we adopt the applicable ICT requirements now included in the Accessible Canada Regulations. Other improvements will be based on feedback received from users and informed by best practices in standards and technical guides published by:

- **ASC:**
 - “Accessibility requirements for ICT products and services” (CAN/ASC - EN 301 549:2024) referred to as “CAN/ASC Standard” in the Accessible Canada Regulation.
 - “Accessible and Equitable Artificial Intelligence Systems” (CAN-ASC-6.2:2025).
 - “Accessible and Equitable Artificial Intelligence Systems” (Technical Guide).
- **CSA Group:**
 - “Accessible design for self-service interactive devices including automated banking machines” (CSA/ASC B651.2:22).

This work establishes a foundation for long-term accessibility improvements across our digital ecosystem.

- **Our commitment:** Implement certain ICT requirements in the Accessible Canada Regulations, where applicable to our lines of business by removing identified barriers.
 - **By December 5, 2027:** Educate teams on digital accessibility.
 - **By December 5, 2028:**
 - Ensure new or updated employee-facing webpages follow the applicable clauses of the CAN/ASC Standard. If they aren't accessible, provide alternative methods for accessing the information, as well as assess what needs to be improved.
 - Publish a digital accessibility statement for employee-facing websites.
 - Ensure that new or updated customer-facing webpages conform to applicable clauses of the CAN/ASC-Standard.
- **Our commitment:** Remove identified barriers to improve ways of working when creating digital experiences.
 - **How we will do this:** Create more inclusive digital documents, websites, and apps for our customers.
- **Our commitment:** Remove identified barriers to provide accessible digital products and services for customers.
 - **How we will do this:** Include accessibility when updating or launching new ICT. We will include user feedback and follow best practices from standards and technical guides.
- **Our commitment:** Increase awareness of digital accessibility features.
 - **How we will do this:** Promote accessibility features with customers and the employees who support them. This will help individuals discover and use accessibility options in TV equipment, websites and apps. If barriers are found, we will offer alternative options where possible to support customers.

Priority Area 4: Communication, other than ICT

This area aims to increase accessibility in communications to ensure that individuals with accessibility needs are considered in how we communicate, as well as represented in advertising and marketing. To date, we have worked to incorporate accessibility in communications guidelines based on employee feedback and accessibility best practices found in the “Plain Language Standard” (CAN-ASC-3.1:2025) published by ASC. We will continue the work by further embedding accessibility into internal processes and procedures when creating communications, so they are easy to understand.

- **Our commitment:** Remove identified barriers to improve how we communicate with customers.
 - **How we will do this:** Enhance internal ways of working and teach teams about accessibility to create more inclusive communications.
- **Our commitment:** Create easy to understand communications for customers by removing identified barriers.
 - **How we will do this:** Follow best practices from the Plain Language Standard and review customer feedback.
- **Our commitment:** Reflect diversity and inclusion in marketing and advertising.
 - **How we will do this:** Work with our marketing and advertising teams to reflect the diversity of Canadians, including people with accessibility needs, in our campaigns.

Priority Area 5: Procurement of Goods, Services and Facilities

This area aims to increase accessibility in the procurement of goods, services and facilities to ensure we consider accessibility in the procurement process. In the past plan we included accessibility in the procurement process. We will continue to evolve the procurement process based on technical guides published by ASC such as the “Procurement of Accessible Goods” and “Procurement of Accessible Services” and feedback received from individuals involved in the procurement process.

- **Our commitment:** Build accessibility knowledge and awareness for procurement teams.
 - **How we will do this:** Deliver ongoing training to help employees understand accessibility. Training materials will be refreshed regularly and informed by evolving standards.
- **Our commitment:** Remove identified barriers when integrating accessibility into procurement processes and contracts.
 - **How we will do this:** Update procurement policies, processes, and contract language to reflect accessibility requirements. We will use best practices from Technical Guides. This will ensure that accessibility is considered consistently when working with suppliers.
- **Our commitment:** Encourage supplier leadership in accessibility.
 - **How we will do this:** Promote stronger accessibility outcomes by including accessibility measures in supplier scorecards. This approach encourages accountability, continuous improvement by removing identified barriers, and shared responsibility for inclusive procurement practices.

Priority Area 6: Design and Delivery of Programs and Services

This area focuses on designing with accessibility in mind for programs and services. The focus for the previous plan was to provide foundational accessibility awareness training to all employees, as well as increasing accessibility in program and service offerings. This work will continue based on feedback received and best practices from the “Design and Delivery of Accessible Programs and Services, Including Customer Service Technical Guide” published by ASC. We also partnered with a third-party vendor to deliver inclusive design workshops for leaders. These workshops offered actionable strategies and tools to help shape the following commitments.

- **Our commitment:** Build a foundation to support inclusive design in how we work by removing identified barriers.
 - **How we will do this:** Develop internal checks for accessibility to help improve the customer experience as well as product and service offerings.
- **Our commitment:** Remove identified barriers to enhance our products and services for customers.
 - **How we will do this:** Select products and services that we will improve for accessibility based on user feedback and best practices from the Technical Guide.

Priority Area 7: Transportation

We have not identified barriers related to transportation.

Regulatory Requirements Made under the Broadcasting Act and the Telecommunications Act

The Canadian Radio-Television and Telecommunications Commission (CRTC) regulates and supervises broadcasting and telecommunications in Canada. The CRTC has created a wide range of requirements under the Broadcasting Act and the Telecommunications Act that relate to the identification and removal of barriers and the prevention of new barriers. Rogers complies with the applicable conditions of licence, regulations, orders, and conditions of service. In the [Appendix](#), we identify these by providing reference to the relevant CRTC regulations, policies, orders, and decisions. The Appendix includes requirements that have been in force as of March 1, 2026.

Conclusion

This plan represents an important milestone in our ongoing journey toward greater accessibility. Strengthening accessibility across our company will unlock new opportunities for innovation, broaden our market reach, and enhance the quality and usability of our products and services for all customers. It also supports our commitment to building a workforce that reflects the diversity of the

Canadian population and empowers every employee to reach their full potential. Through this work, we will advance our business goals and the experiences of the people we serve.

Appendix

The [Glossary](#) at the end of this appendix has plain language descriptions of key terms used.

Requirements Related to the Distribution of Programming Services on Broadcasting Distribution Undertakings

- [Broadcasting Order CRTC 2018-320, Distribution of AMI-audio](#)
- [Broadcasting Order CRTC 2018-321, Distribution of AMI-tv](#)
- [Broadcasting Order CRTC 2018-322, Distribution of AMI-télé](#)

Requirements Related to the Pass-Through of Closed Captioning and Described Video for Broadcasting Distribution Undertakings

- [Broadcasting Distribution Regulations](#) (section 7) and [Broadcasting Order CRTC 2017-320](#) (condition 11)

Requirements Related to Closed Captioning, Described Video and Audio Description on Television Programming Services, Community Channels, and On-demand Programming

- [Broadcasting Public Notice CRTC 2007-54, A new policy with respect to closed captioning](#)
- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430, Accessibility of telecommunications and broadcasting services](#)
- [Broadcasting Regulatory Policy CRTC 2011-741-1, Quality standards for French-language closed captioning](#)
- [Broadcasting Regulatory Policy CRTC 2019-308, English-language closed captioning mandatory quality standards relating to the accuracy rate for live television programming](#)
- [Broadcasting Decision CRTC 2018-165, Rogers BDU Licence Renewal](#) (COL 8, COL 9 and COL 10)
- [Broadcasting Decision CRTC 2018-266 - Shaw Terrestrial BDU Licence Renewal](#) (COL 8, COL 9 and COL 10)
- [Broadcasting Decision CRTC 2019-388 - Shaw DTH BDU Licence Renewal](#) (COL 9)
- [Broadcasting Regulatory Policy CRTC 2017-138, Standard requirements for on-demand services](#) (COL 21, COL 22, COL 23)
- [Broadcasting Regulatory Policy CRTC 2019-392, Amendment proposed by Bell Media Inc., Corus Entertainment Inc. and Rogers Media Inc. to their condition of licence that requires prime time programming to be broadcast with described video](#)

- [Broadcasting Decision CRTC 2017-151, Rogers Media Inc. – Licence renewals for English-language television stations, services and network](#) – Appendices 3-8 (COL 1), Appendix 10 (COL 11, COL 12, COL 13)
- [Broadcasting Regulatory Policy CRTC 2016-436, Standard requirements for television stations, discretionary services, and on-demand services](#) – Appendix 1 - Standard conditions of licence, expectations and encouragements for television stations (COL 9, COL 10, COL 11, COL 12, COL 13). Appendix 2 - Standard conditions of licence, expectations and encouragements for discretionary services (COL 11, COL 12, COL 13, COL 14, COL 15, COL 16)
- [Broadcasting Decision CRTC 2019-172, Licensing of a national, multilingual multi-ethnic discretionary service](#) – Appendix 1 - Terms, conditions of licence and expectations for the national, multilingual multi-ethnic discretionary service OMNI Regional (COL 1)
- [Broadcasting Regulatory Policy CRTC 2009-562-2, Conditions of licence for competitive Canadian specialty services operating in the genres of mainstream sports and national news](#) – Appendix 1 - Conditions of licence, expectations, and encouragement for competitive mainstream sports specialty programming undertakings (COL 6, COL 8)

Requirements Related to Equipment that Supports Accessibility in the Distribution of Programming

- [Broadcasting Distribution Regulations](#) (Section 7.3) and in the [Rogers BDU Licence Renewal](#) (COL 7, COL 11)
- [Broadcasting Decision CRTC 2018-266 - Shaw Terrestrial BDU Licence Renewal](#) (COL 7, COL 10)
- [Broadcasting Decision CRTC 2019-388 - Shaw DTH BDU Licence Renewal](#) (COL 15, COL 16)

Requirements Related to the Provision of Message Relay Services (MRS), Quality Standards of MRS and Annual Reporting on MRS

- [Telecom Regulatory Policy CRTC 2018-466, Review of the regulatory framework for text-based message relay services](#)
- [Telecom Decision CRTC 2025-225 CRTC Mandatory notification and reporting of major telecommunications service outages](#), (includes reporting requirements on outages related to MRS and 988)

Requirements Related to Funding Video Relay Service (VRS)

- [Telecom Regulatory Policy CRTC 2025-54, Review of the video relay service](#)

Requirements Related to Text with 9-1-1 Service

- [Telecom Decision CRTC 2013-22, CISC Emergency Service Working Group – Consensus report regarding Text Messaging with 9-1-1 trial and service implementation](#)
- [Telecom Regulatory Policy CRTC 2017-182 - Next Generation 9-1-1 - Modernizing the 9-1-1 networks to meet the public safety needs of Canadians](#) (obligation to provide Real Time Text 9-1-1 by date to be established by CRTC)

Requirements Related to Mobile Wireless Service Plans and Products that Meet the Needs of people with accessibility needs

- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430](#) (paragraph 44)
- [Telecom Regulatory Policy CRTC 2016-496, Modern telecommunications services - The path forward for Canada's digital economy](#) (paragraphs 212-214)
- [Telecom Regulatory Policy CRTC 2023-41, Mobile wireless service plans that meet the needs of Canadians with various disabilities](#)

Requirements Related to Customer Information including Billing, Contracts, Alternative Formats and Customer Service

- [Telecom Order CRTC 1998-626, Telecom Decision CRTC 2002-13, Telecom Order 2001-690, Telecom and Broadcasting Decision CRTC 2022-28](#) , (alternative format billing and paper billing on request and at no charge)
- [Telecommunications Regulatory Policy CRTC 2010-132](#) (paragraph 21) and [Telecom Regulatory Policy CRTC 2022-234](#) (paragraph 142), dialing plan changes
- [Rogers BDU Licence Renewal](#) (COL 12, COL 17)
- [Broadcasting Decision CRTC 2018-266 - Shaw Terrestrial BDU Licence Renewal](#) (COL 11, 12, 13, 14, 15, 16)
- [Broadcasting Decision CRTC 2019-388 - Shaw DTH BDU Licence Renewal](#) (COL 16, COL 17, COL 18, COL 19, COL 20, COL 21)
- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430, Accessibility of telecommunications and broadcasting services](#) (paragraphs 68, 69)
- [Review of the Wireless Code](#): provisions related to Alternate formats of written contracts (Subsections B.1 and C.1); extended trial periods for persons with accessibility needs (Subsection G.4); provisions related to clarity and plain language (Subsection A.1); develop and promote videos in American sign language (ASL) and langue des signes québécoise (LSQ) to promote the Wireless Code and explain common terminology (paragraphs 382-383)
- [The Television Service Provider Code](#): extended trial periods for persons with accessibility needs (Subsection VIII); provisions related to Alternate Formats of written contracts (Subsections VII & IX); provisions related to plain language (Subsection I, IV, IX);

- [The Internet Code](#): provisions related to Alternate formats (Subsections B.4 and C.1); extended trial periods for persons with accessibility needs (Subsection G.2); provisions related to Clarity and Plain language (Subsection A.1 and C.1); provisions related to data monitoring tools (Subsection 2); develop and promote videos American sign language (ASL) and langue des signes québécoise (LSQ) to promote the Internet Code and explain common terminology (paragraphs 468)

Requirements Related to Website Accessibility and Provision of Information about Accessibility Services on Websites

- [Broadcasting and Telecom Regulatory Policy CRTC 2009-430, Accessibility of telecommunications and broadcasting services](#) (paragraphs 56, 57 and 65)
- [Broadcasting Decision CRTC 2018-165, Rogers BDU Licence Renewal](#) (COL 13, COL 14, COL 15, COL 16)
- [Broadcasting Decision CRTC 2018-266 - Shaw Terrestrial BDU Licence Renewal](#) (COL 13, COL 14, COL 15, COL 16)
- [Broadcasting Decision CRTC 2019-388 - Shaw DTH BDU Licence Renewal](#) (COL 17, COL 18, COL 19, COL 20)
- [Telecom Regulatory Policy CRTC 2016-496, Modern telecommunications services - The path forward for Canada's digital economy](#) (paragraph 217)

Glossary of Terms for Appendix

- Condition of licence (COL) is an operational requirement that must be met for broadcasters and broadcasting distribution undertakings in order to comply with a licence issued by the CRTC.
- Broadcasting distribution undertaking (BDU) is the term the CRTC uses to describe a television service provider such as a cable company that delivers television channels and programs to subscribers.
- Programming services is a term that refers to types of TV channels.
- Television stations are programming services that are received over-the-air and are also distributed by a BDU to its subscribers.
- Discretionary services, also known as specialty services, are programming services that are distributed by a BDU to its subscribers for an incremental fee in addition to the cost of the basic TV service.
- On-demand service means a pay-per-view service, a video-on-demand service or any other program that a television subscriber requests and accesses individually.

- Described Video (DV), also known as video description, is a narrated description of a television program's main visual elements. During pauses in dialogue, it describes the program's non-verbal elements like facial expressions, costumes, settings, and on-screen text.
- Audio description relies on a program host or announcer to provide a voice-over by reading aloud or describing key elements of the program, such as text and graphics that appear on screen.
- Closed Captioning (CC) displays the audio portion of a television program as on-screen text, including dialogue, music and sound effects.
- Text with 9-1-1 (T-9-1-1) allows registered users who have differences in hearing and/or speech to communicate with emergency service operators using text messages after dialing 9-1-1.
- Real Time Text (RTT) is a text message that is transmitted instantly as it is being typed.
- Message relay services (MRS) enable people who have differences in hearing and/or speech to make and receive telephone calls by text with the help of a relay operator. There are two types of MRS: (1) TTY relay service is offered to all home phone subscribers in Canada. A person uses a TTY device to reach a relay operator; and (2) IP relay service is offered to all home or mobile phone subscribers and uses an internet-enabled device to reach a relay operator.
- Video relay service (VRS) is a phone service that lets people with differences in hearing and/or speech and who use either ASL or LSQ to communicate with voice telephone users. The sign language user connects to a VRS operator using videoconferencing and the operator places a voice telephone call to the other party (and vice versa).
- The Wireless Code is a mandatory code of conduct created by the CRTC for providers of retail mobile wireless voice and data services.
- The Television Service Provider (TVSP) Code is a mandatory code of conduct created by the CRTC for television service providers.
- The Internet Code is a mandatory code of conduct created by the CRTC for providers of retail fixed Internet services.