

Description of Rogers Accessibility Feedback Process

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We welcome your feedback about any accessibility barriers you've experienced with us, feedback on the [Rogers Three-Year Accessibility Plan](#), or feedback on the [2023 Progress Report for the Rogers Accessibility Plan](#).

The Manager for Accessibility is responsible for addressing accessibility feedback. You can provide feedback by online form, email, phone or mail. We will acknowledge accessibility feedback received, other than feedback provided anonymously. If contact information is shared, we may follow up with you. Any personal information you provide will remain confidential and will be managed following privacy laws. This information will only be shared per these laws or with your consent.

If you need a description of the Accessibility Feedback Process, the Rogers Three-Year Accessibility Plan, or the 2023 Progress Report for the Rogers Accessibility Plan in a different format, please contact us. We can provide it in 12-point font, large print, braille, audio or electronic format or other agreed-upon formats.

Share your feedback with us using the [Accessibility Feedback Form](#).

Call the Accessibility feedback line at:

1 (866) 247-0000

Hours of Operation:

Monday-Friday: 8am – 9pm EST

Saturday & Sunday: 9am – 8pm EST

Email us at:

AccessibilityFeedback@rci.rogers.com

(Include "Accessibility Feedback" in the subject line).

Send a letter to:

Manager for Accessibility

Rogers Communications, Accessibility Feedback

333 Bloor St. E, Toronto, ON M4W 1G9