

TELUS Communications Inc.

Accessibility Plan 2026-2029

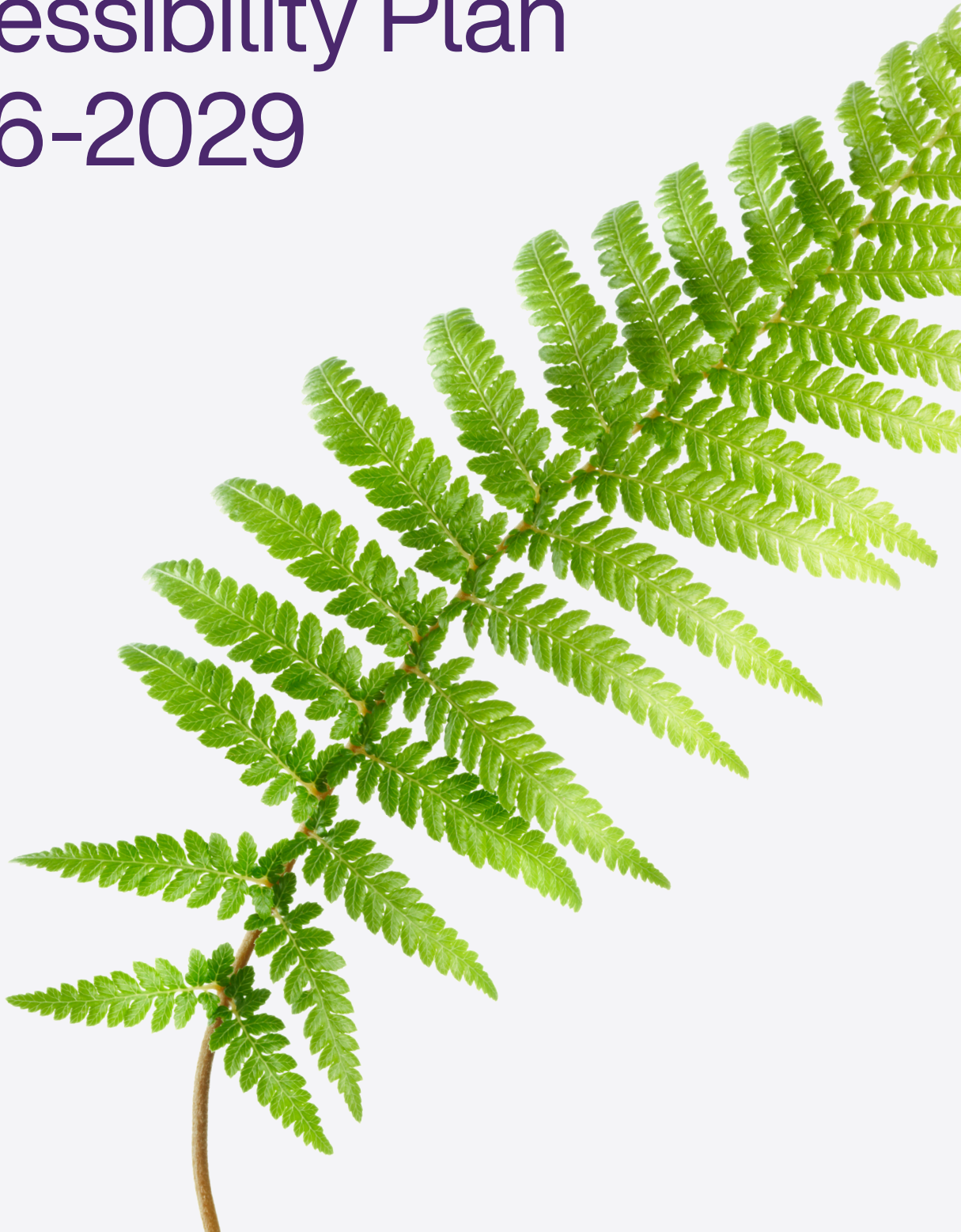


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General

Introduction

TELUS Communications Inc. (“TELUS”) is a Canadian national telecommunications company and a subsidiary of TELUS Corporation. TELUS offers a range of telecommunications and broadcasting programs and services, including internet, home phone, smart home security, mobility, television bundles and online security. TELUS is headquartered in Vancouver, British Columbia.

This TELUS Accessibility Plan 2026–2029 (the “Plan”) applies to TELUS’ broadcasting and telecommunications services and TELUS’ other federally-regulated brands and affiliated companies.¹ The Plan provides updates on the barriers to accessibility and proposed actions for removing barriers within each of the seven priority areas identified in the *Accessible Canada Act* (the “ACA”).

Contact information

TELUS welcomes feedback on this Plan and accessibility generally. Copies of TELUS’ accessibility plans, progress reports and feedback processes are available in alternative formats. To provide feedback or request an alternative format, please contact:

Accessibility prime

Email: accessible@telus.com

Phone: 1-866-558-2273

TELUS Relay Service: Dial 711 to reach a TTY operator

Mail:

TELUS Mobility Client Care
200 Consilium Place, Suite 1600
Scarborough, Ontario M1H 3J3

The following alternative formats are available upon request:

- Print
- Large print
- Braille
- Other electronic formats that are compatible with adaptive technologies

For more information about the feedback process for accessibility at TELUS, please visit our [accessibility feedback web page](#).

¹ TELUS, along with the words “we,” “us” and “our” refer to the TELUS brands as they exist over time, as well as any successor or acquired companies, to the extent that those companies are subject to the requirements of the ACA.

Accessibility Plan development process

To assist with creating this Plan, TELUS engaged a third-party consulting firm, the Return on Disability Group (the “RoDG”), to conduct a comprehensive review of TELUS’ existing accessibility practices and provide recommendations. Internal stakeholders provided key input in the shaping of this document, including the Abilities TELUS Resource Group, as well as Legal and Regulatory Affairs, People & Culture (“P&C”), Diversity and Inclusion (“D&I”), Real Estate and other teams.

The RoDG interviewed key members of the teams responsible for the ACA priority areas and gathered information through the course of a broad employee survey, employee focus groups, secret shopping experiences and customer focus groups (all of which included persons with disabilities). The RoDG reviewed the feedback received from persons with disabilities in assessing and identifying barriers to accessibility at TELUS, which helped shape the action items outlined in this Plan.

Consultations

TELUS consulted with both customers and team members with disabilities in the preparation of our Plan. These consultations were conducted in addition to our standard accessibility feedback process for identifying accessibility barriers.

Customer consultations

How we consulted:

Our customer consultations consisted of a secret shopper study of our digital purchase processes and call centre experiences. Participants engaged directly with our digital interfaces and call centre teams to ensure consultation feedback was closely aligned with our current customer experiences. Participants documented their experiences and participated in a subsequent focus group.

Participants were asked about their experiences, possible barriers they encountered and the extent to which their full and equal participation as TELUS customers may have been impacted. To ensure consultations were accessible, discussion sessions had both ASL interpretation and live captioning.

Who we consulted:

Our secret shopper study consisted of a diverse group of individuals with disabilities. All participants were current TELUS or Koodo customers. The following disability types were represented among secret shopper study participants:

- Dexterity
- Flexibility
- Hearing
- Learning
- Memory
- Mental health
- Mobility
- Pain
- Vision

Team member consultations

How we consulted:

Our team member consultations consisted of multiple focus groups and a broad employee survey. Both the focus groups and external survey were administered and moderated by RoDG. Focus group participants were asked about barriers and challenges they may face in the workplace, their experience with accommodations (if any) and opportunities for improvement.

Survey respondents were asked about their workplace accessibility experiences, barriers to accessibility, perceptions of culture, the hiring/onboarding process and potential opportunities for improvement.

The identities of all survey respondents and focus group participants were anonymized to TELUS. This ensured all participants felt comfortable providing candid feedback on their experiences. Surveys were made available in English and French, and live captioning was provided for focus groups. Sign language interpretation was also made available, should it be required.

Who we consulted:

All TELUS team members participating in focus groups self-identified as having a disability or as being neurodivergent. The following disability types were represented in the focus groups:

- Dexterity
- Flexibility
- Hearing
- Learning
- Memory
- Mental health
- Mobility
- Pain
- Vision

We received over a thousand responses to the survey from a diverse cross-section of roles and business areas.

Definitions

Accessibility

Accessibility refers to how services, technology, locations, devices, environments and products are designed with persons with disabilities in mind. Accessibility means giving people of all abilities equal opportunity to take part in life activities. This means conscious planning and effort to make sure something is barrier-free for persons with disabilities. Accessibility benefits everyone.

Barrier

Defined under the ACA as anything – including physical, architectural, technological or attitudinal factors – that hinders the full and equal participation in society of persons with a disability. This includes physical, mental, intellectual, cognitive, learning, communication, sensory or functional disabilities.

Disability

Defined under the ACA as any impairment or functional limitation, including physical, mental, intellectual, cognitive, learning, communication or sensory, which hinders a person's full and equal participation in society when faced with a barrier. This includes any impairments or functional limitations that are permanent, temporary or episodic in nature, evident or not.

Nothing about us without us

This is a guiding principle developed by the United Nations through the "Convention on the Rights of Persons with Disabilities," which signifies the belief that disability rights should not be created without including the participation of persons with disabilities. For the purposes of this Plan, this principle guides our consultations, ensuring persons with disabilities are involved in its design.

Principles of the ACA

The Principles of the ACA are set out in [Section 6](#). They are:

- “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, programs, 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.”

TELUS strives to create a friendlier future for everyone. The Principles of the ACA are embedded in our Plan and are part of our values.

Areas described under Section 5 of the ACA

The ACA has seven priority areas:

- Employment
- The Built Environment
- Information and Communication Technologies (“ICT”)
- Communication, Other than ICT
- The Procurement of Goods, Services and Facilities
- The Design and Delivery of Programs and Services
- Transportation

Each of these are described in our Plan, along with:

- A short summary
- What we are doing well
- Barriers to accessibility
- Actions we’ll be pursuing to reduce and remove barriers to accessibility at TELUS

Priority areas

Employment

This covers a team member's entire experience at TELUS. It starts from the recruitment and onboarding process, and ends when an employee leaves the organization.

What we are doing well

TELUS continues to partner with disability advocacy organizations to attract candidates of all abilities to our organization. Through collection of feedback from stakeholders on process barriers, TELUS has enhanced its accommodation request process, designed and implemented recruitment guidelines and evolved its diversity sourcing strategy. TELUS has also enhanced accommodation-related web pages and documentation, including updating and improving the Workplace Accommodation Policy. A curated list of accessibility learning resources focused on disability inclusion, accommodations and accessible design is available on our D&I learning platform. This support is actively promoted through corporate awareness campaigns. The Abilities TELUS Resource Group, a cross-company group of team members with disabilities and caregivers of persons with disabilities, has an updated website with accessibility-related events, activities, resources and tools.

Accommodations during recruitment

Identified barrier	Accessibility considerations are not always addressed early enough in recruitment and hiring processes.
Opportunities to improve accessibility	Short term: Review recruitment and hiring processes to identify opportunities to improve accessibility from the earliest stages of the candidate experience.
	Medium term: Improve the consistency and clarity of accommodation processes for employees and candidates.
	Long term: Explore more centralized approaches to accommodation funding, coordination and implementation.

Accommodation awareness

Identified barrier	Employees and candidates may not know what accommodation supports are available or how to access them.
Opportunities to improve accessibility	Short term: Centralize key accessibility information and resources across systems so employees and candidates can more easily find support.
	Medium term: Enhance training for leaders, recruiters and HR teams on inclusive practices and supporting employees with disabilities.
	Long term: Explore more centralized approaches to accommodation funding, coordination and implementation.

Accommodation requests

Identified barriers	Some employees hesitate to request accommodations, particularly for non-visible disabilities.
	Employees with disabilities may perceive barriers to career development and advancement.
	Accommodation experiences vary across teams and managers, and can be difficult to navigate.
Opportunities to improve accessibility	Short term: Increase awareness of accommodation supports, processes and points of contact through internal communications.
	Medium term: Develop additional supports to help employees better understand accommodation options and navigate requests.
	Long term: Explore additional efforts to support career development, advancement, mentorship and leadership visibility for employees with disabilities.

The Built Environment

The Built Environment priority area refers to all federally-regulated TELUS physical spaces. It includes accessibility features such as automated door openers, accessible washrooms, lighting, signage and noise.

What we are doing well

Multiple TELUS team members completed the Rick Hansen Foundation Accessibility Certification™ Fundamentals Training. The TELUS Harbour Toronto, TELUS House Burnaby, TELUS House Ottawa and Place TELUS Montreal buildings have all received Rick Hansen Foundation Accessibility Certification™. TELUS has partnered with an external vendor to incorporate tactile and braille elements into existing signage standards. Buildings acquired through corporate acquisitions are subject to a structured implementation plan to ensure alignment with TELUS safety standards. TELUS’ administrative and development offices are equipped with comprehensive and accessible safety systems. TELUS continues discussions with property owners where it leases space to include accessibility upgrades in lease agreements. We prioritize green spaces in our workplaces to support employee wellness, reduce stress, enhance cognitive function and inspire creativity and problem-solving.

Physical and visible barriers

Identified barriers	Physical features in some workplaces may create barriers for people with mobility disabilities.
	Some workplace layouts, furnishings and shared spaces may not fully support employees who use mobility devices.
	Some built environment features may not adequately support employees or visitors with visual disabilities.
Opportunities to improve accessibility	Short term: Address high-priority physical accessibility barriers identified in existing office environments.
	Medium term: Expand accessibility reviews and audits across the workplace portfolio.
	Long term: Integrate accessibility considerations more fully into the design of future workplace renovations and new builds. Continue incorporating accessibility improvements into broader real estate planning, refresh and renovation strategies.

Consistent sensory experiences

Identified barriers	Sensory aspects of office environments, such as lighting, noise and visual distractions, may create challenges for some employees.
	Accessibility features and experiences may vary across office locations.
Opportunities to improve accessibility	Short term: Continue to refer employees and leaders to accommodation processes where built environment barriers are identified.
	Medium term: Explore opportunities to provide more sensory-friendly and quiet workspaces in corporate offices. Evaluate and improve the accessibility of workplace layouts, furnishings and common areas to better support a range of mobility and sensory needs.
	Long term: Continue improving workplace environments so they better support employees with a wide range of disabilities. Continue incorporating accessibility improvements into broader real estate planning, refresh and renovation strategies.

Information and Communication Technologies (ICT)

The ICT priority area relates to the technologies our employees and customers use. This includes hardware, software, assistive devices and all other aspects of technology.

What we are doing well

Our Content & Design team has developed accessibility optimization and built experiences that are screen reader compatible. Our Strategy & Transformation team has updated accessibility training and accessibility-related resources. These have been shared internally for awareness. TELUS continues to support accessibility updates and fixes to address issues that may arise with assistive technology.

Visual barriers on digital applications

Identified barriers	Some websites, applications and digital tools present barriers for screen reader users.
	Users may not always be able to adjust digital interfaces to meet their accessibility needs, including contrast and readability preferences.
Opportunities to improve accessibility	Short term: Review key websites, applications and digital tools to identify and address priority accessibility barriers.
	Medium term: Expand accessibility training for teams responsible for building, maintaining and procuring digital technologies. Improve the ability of users to adjust digital experiences to better meet their accessibility needs.
	Long term: Improve the integration of accessibility supports across internal systems and platforms.

Standardization of digital accessibility tools

Identified barriers	Accessibility-friendly features are not always enabled by default for team members.
	Digital accessibility tools, practices and supports are not always standardized across teams.
Opportunities to improve accessibility	Short term: Enable common accessibility features, such as captions, transcripts and alternative text, by default where feasible.
	Medium term: Develop clearer internal guidance on approved assistive technology tools and related supports.
	Long term: Continue monitoring and remediating accessibility issues across digital properties.

Information about digital accessibility tools

Identified barrier	Employees may not have easy access to clear information about approved assistive technology tools and supports.
Opportunities to improve accessibility	Short term: Improve guidance for employees on creating accessible digital content and documents.
	Medium term: Ensure digital accessibility requirements occur as early in the development, testing and governance lifecycle as possible.
	Long term: Continue updating accessibility standards, tools and training materials as technologies evolve.

Communication other than ICT

The Communication priority area relates to communication with employees and customers. This includes print materials and publications, and also includes digital communications (such as websites and e-newsletters) and other methods of communication.

What we are doing well

TELUS' curated list of disability inclusion, accessibility and inclusive accommodation learning resources have been developed and published on TELUS' D&I learning space and promoted through a number of avenues. TELUS markets and promotes products and services specifically for persons with disabilities, and maintains an internal web page that provides information on accessibility-related events, activities and resources. TELUS also ensures that physical documents are offered in accessible formats. The TELUS Social Media team continues to ensure that social media content can be accessed by all and is developed in accordance with the TELUS Social Media Accessibility Guidelines.

Accessible communications

Identified barriers	Not all team members are familiar with creating accessible communications.
	Plain language is not always used consistently in internal and external communications.
Opportunities to improve accessibility	Short term: Provide accessible templates, tools and guidance for creating common internal documents and communications.
	Medium term: Expand the use of plain language in employee and customer communications.
	Long term: Standardize accessible communication practices more consistently across teams, brands and channels.

Employee awareness of accessible communication and tools

Identified barriers	Frontline employees may not always have sufficient guidance on accessible communication practices.
	Staff awareness and use of relay service protocols (e.g. video relay service, internet protocol relay) are inconsistent.
	Accessibility information is not always easy for frontline teams to locate and use.
Opportunities to improve accessibility	Short term: Develop clearer internal resources to help frontline teams support accessible customer interactions.
	Medium term: Reinforce employee training and support for accessible communication across customer-facing functions.
	Long term: Continue promoting accessible communication practices across the organization.

Accessible communication options

Identified barrier	Customers may not always have access to communication channels that meet their needs, including non-phone options.
Opportunities to improve accessibility	Short term: Improve employee awareness of accessible communication practices, including the use of relay service protocols.
	Medium term: Improve access to communication channels that reduce reliance on phone-based interactions where feasible.
	Long term: Explore expanded digital and AI-enabled communication supports that improve accessibility for customers and employees.

The Design and Delivery of Programs and Services

This priority area focuses on making programs and services at TELUS accessible to all. It involves the consideration of persons with disabilities when programs and services are being created. This involves continuous improvement of programs and services for persons with disabilities.

What we are doing well

TELUS provides accessibility training to its customer service representatives, which is reviewed annually and updated as necessary. TELUS also promotes community investment programs that benefit persons with disabilities. These initiatives occur on an ongoing basis – during annual training and throughout the year. TELUS seeks out and reviews feedback from customers with disabilities to improve its programs and services, and has engaged accessibility advocacy groups for additional perspectives. TELUS Expert Messaging is available 24/7 for customers that prefer written interaction instead of voice calls. Additional technological opportunities exist for specialized customer support, such as ASL contact centre agents available over video.

Customer awareness and support

Identified barriers	Customers may not always be aware of accessible products, services or discounts.
	Customers may find it difficult to compare products, plans and offers.
	Contact information and support options are not always easy to find.
Opportunities to improve accessibility	Short term: Improve visibility of accessibility-related supports, services and discounts across customer touchpoints. Make customer support contact options easier to find online and in applications.
	Medium term: Improve the clarity and comparability of products, plans and offers.
	Long term: Continue promoting accessible service options and supports.

Creating consistent customer experiences

Identified barriers	Staff awareness of accessibility supports and services are inconsistent.
	Customers may need to repeatedly explain their disability-related needs across interactions.
Opportunities to improve accessibility	Short term: Increase awareness among frontline teams of available accessibility supports, services and protocols.
	Medium term: Review service processes to identify opportunities to better reflect accessibility needs.
	Long term: Explore ways to reduce the need for customers to repeatedly restate accessibility-related needs across interactions.

The Procurement of Goods, Services and Facilities

The Procurement priority area relates to how goods, services and facilities are purchased by TELUS. This includes the evaluation process leading up to making purchases. It also includes ensuring that all documents related to procurement are accessible and have accessibility considerations in mind.

What we are doing well

TELUS supports diverse suppliers, including persons with disabilities and veterans. TELUS provides accessibility training to its procurement leaders and has developed a curated list of more than 70 disability inclusion, inclusive accommodation and accessible design learning courses in TELUS' D&I learning space, which are promoted through several different channels. A review of procurement-related documents and contracts to improve accessibility has been completed to ensure that documents are offered in accessible formats. TELUS has purchased an annual corporate membership with the Inclusive Workplace and Supply Council of Canada (the "IWSCC") to support the inclusion of disability-led and operated vendors. The IWSCC provides a list of their certified suppliers, which is made available to TELUS team members for engagement.

Creating consistency in accessible procurement practices

Identified barriers	Accessibility requirements are not always embedded consistently in procurement processes.
	Some procured systems, tools and services may not fully meet accessibility expectations.
	Accessibility information about vendors and solutions is not always easy to assess or maintain.
Opportunities to improve accessibility	Short term: Ensure accessibility requirements are considered more consistently in procurement decisions.
	Medium term: Improve internal processes for assessing vendor accessibility compliance. Develop and maintain resources that help identify vendors and solutions that better support accessibility requirements.
	Long term: Integrate accessibility more fully into procurement governance, decision-making and vendor management practices. Continue reviewing procurement tools, processes and requirements to improve accessibility outcomes over time.

Transportation

This priority area is about making every stage of the travel journey accessible and equitable including the design of travel infrastructure and services that meet diverse needs.

What we are doing well

TELUS has an innovative Work Styles Policy and program that has been a cornerstone of our culture since 2006. It provides flexibility for team members to work when and where they are most effective, enabling team members to prioritize their well-being and identifying all roles that offer virtual work. TELUS has 2,400 vehicles driven by approximately 2,000 team members who provide services to customers. TELUS provides accommodations to team members who operate TELUS vehicles through its accommodation process.

Supporting team members in flexible work arrangements

Identified barrier	Some team members face challenges accessing office locations due to distance, travel demands or other accessibility-related factors.
Opportunities to improve accessibility	Short term: Continue supporting flexible work arrangements where operationally feasible.
	Medium term: Explore additional supports and approaches that may help reduce transportation-related barriers for team members.
	Long term: Consider accessibility-related transportation barriers as part of longer-term workplace and workforce planning. Continue monitoring team member feedback related to transportation barriers.

Feedback

TELUS has collected feedback in the ways described above, as well as through a general accessibility feedback email inbox.

Between May 13, 2025 and May 22, 2026, the accessibility feedback inbox received a total of 184 inquiries, of which 61 were related to accessibility matters. As of May 25, 2026, all of the accessibility-related feedback items have been addressed.

Appendix A – Broadcasting Act requirements

As required by section 42(1) of the ACA, this Appendix sets out:

- 42(1)(b) – the conditions imposed by licence, issued under Part II of the *Broadcasting Act*, to which some or all TELUS’ broadcasting undertakings are subject that relate to the identification and removal of barriers and the prevention of new barriers
- 42(1)(c) – the provisions of any order made under subsection 9(4) of the *Broadcasting Act* that relate to the identification and removal of barriers and the prevention of new barriers and that apply to some or all TELUS’ broadcasting undertakings
- 42(1)(d) – the provisions of any regulations made under subsection 10(1) of the *Broadcasting Act* that relate to the identification and removal of barriers and the prevention of new barriers and that apply to some or all TELUS’ broadcasting undertakings

This Appendix may not include requirements that have not been in force for at least three months before the day on which the Accessibility Plan must be published² or expectations/encouragements, which do not meet the threshold for mandatory conditions for the provision of services, unless otherwise indicated.

Accessibility requirements – Broadcasting Distribution Undertakings (BDUs)

Distribution of programming services

- **Mandatory distribution:** In the small and first-tier basic package, BDUs are required to distribute certain programming services, including AMI-Audio and AMI-TV in Anglophone markets,³ and AMI-télé in Francophone markets⁴. This applies to licensed BDUs⁵, as well as exempt BDUs with more than 2,000 subscribers⁶.

Closed captioning (CC), audio description (AD) and described video (DV)

- **Pass through of CC, AD and DV:** BDUs cannot alter or delete the content or format of a programming service in a licensed area in the course of its distribution, except in

² As permitted under the *Accessible Canada Act*, SC 2019, c 10, s 42(6) ["ACA"]. In the spirit of furthering the purposes set out under the ACA, where TELUS has included proposed requirements that are not yet in force, TELUS has identified the date in which the requirement will come into effect.

³ Broadcasting Order CRTC 2018-320, *Distribution of AMI-audio by licensed broadcasting distribution undertakings*, 27 August 2018; Broadcasting Order CRTC 2018-321, *Distribution of AMI-tv by licensed broadcasting distribution undertakings*, 27 August 2018.

⁴ Broadcasting Order CRTC 2018-322, *Distribution of AMI-télé by licensed broadcasting distribution undertakings*, 27 August 2018.

⁵ *Broadcasting Distribution Regulations*, SOR/97-555, s 17(1)(g) ["BDRs"].

⁶ Appendix to Broadcasting Regulatory Policy CRTC 2017-319 and Broadcasting Order CRTC 2017-320, *Terms and conditions of the exemption order for terrestrial broadcasting distribution undertakings serving fewer than 20,000 subscribers*, 31 August 2017, para 15 ["Appendix to BRP 2017-319 and BO 2017-320"].

specified circumstances.⁷ This means that content with existing CC, AD, and DV cannot be altered or deleted unless permitted under specified circumstances.⁸

- **Community channels:** TELUS' licensed BDUs must provide AD for all key elements of information programs, including news programming⁹, and the necessary training to hosts and access producers associated with its community programming concerning the provision of audio description¹⁰.

Equipment that supports accessibility

- **Provide accessible technology where available and compatible:** Licensed BDUs must make available to their subscribers such equipment, software or other technology that allows individuals who are blind, visually impaired or have fine motor skills disabilities to identify and access its programming services, including programs with described video, if such equipment, software or other technology is available for purchase by the licensee and is compatible with its distribution system.¹¹
- **Accessing DV:** TELUS' licensed BDUs must provide one or more simple means of accessing described programming, whether in open or embedded format that require little to no visual acuity.¹²
- **Annual returns with the CRTC:** TELUS' licensed BDUs must submit an annual return to the CRTC with information relating to:
 - Availability of accessible set-top boxes and remote controls, and their accessibility features
 - Penetration of accessible set-top boxes and remote controls with the licensee's customer base
 - Number of accessibility-related queries received by the licensee, and the number successfully resolved¹³
- **Trial periods:**
 - When a customer who self-identifies as a person with a disability or who indicates that a member of the household to which the service is to be provided has a disability accepts an agreement, TELUS' licensed and affiliated BDUs¹⁴ must offer the customer a trial period lasting a minimum of 30 calendar days from the date the service begins¹⁵ to enable the customer to determine whether the service and equipment meet their needs.¹⁶
 - During the trial period, customers may cancel their agreement without penalty, installation fees or early cancellation fees if they have returned any gift with

⁷ BDRs, s 7; see also Broadcasting and Telecom Regulatory Policy CRTC 2009-430, *Accessibility of telecommunications and broadcasting services*, para 117 ["BTRP 2009-430"].

⁸ See for example, Appendix to BRP 2017-319 and BO-320, para 11(f).

⁹ Appendix 1 to Broadcasting Decision CRTC 2018-267, *Terms, conditions of licence and expectations applicable to all terrestrial broadcasting distribution undertakings renewed in this decision*, 2 August 2018, para 6 ["Appendix 1 to BD 2018-267"]; Appendix to Broadcasting Decision CRTC 2019-230, *Terms, conditions of licence and expectations for the terrestrial broadcasting distribution undertakings serving Baie-Comeau, Montmagny, Mont-Tremblant, Sainte-Marie, Saint-Georges and Sept-Îles, and their surrounding areas, Quebec*, 28 June 2019, para 6 ["Appendix to BD 2019-230"].

¹⁰ Appendix 1 to BD 2018-267, para 7; Appendix to BD 2019-230, para 8.

¹¹ BDRs, s 7.3.

¹² Appendix 1 to BD 2018-267, para 8; Appendix to BD 2019-230, para 9.

¹³ Appendix 1 to BD 2018-267, para 5; Appendix to BD 2019-230, para 6.

¹⁴ See Broadcasting Regulatory Policy CRTC 2016-1, *The Television Service Provider Code*, 7 January 2016; Appendix to BRP 2017-319 and BO 2017-320, para 27.

¹⁵ The Television Service Provider Code, simplified, provision VIII.2 ["TVSP Code"]. Compliance with the TVSP Code is required pursuant to Appendix 1 to BD 2018-267, para 2; Appendix to BD 2019-230, para 2; Appendix to BRP 2017-319 and BO 2017-320, para 27.

¹⁶ TVSP Code, provision VIII.1.

purchase and equipment provided by TELUS' licensed or affiliated BDUs in near new condition, including the original packaging, if applicable.¹⁷

Related to customer service

- **Alternative formats:**

- TELUS' licensed and affiliate BDUs must provide the customer with a copy of the agreement in alternative format for people with disabilities upon request, at no charge, at any time during the commitment period.¹⁸
- TELUS' BDUs, including affiliate BDUs, must ensure that the Critical Information Summary of an agreement can be provided in an alternative format for people with disabilities upon request, at no charge.¹⁹
- A person with a disability or their designated representative may request that a party, including TELUS, whose documents are posted on the CRTC's website file the document with the CRTC in the alternative format specified by the person or representative. The request must be served on the party within five days after the day on which the document was posted.²⁰
- Accessibility plans, progress reports and descriptions of feedback processes published under the *Accessible Canada Act* must be made available, upon receipt of a compliant request²¹, in print, large print, braille, audio format, electronic format that is compatible with adaptive technology intended to assist persons with disabilities, or any other format that the person and the regulated broadcasting entity agree upon and for which there is proof of the agreement.²²

- **Call centres:**

- TELUS' licensed BDUs must make its general call centres accessible to the point of providing reasonable accommodation to persons with disabilities by:
 - Training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service provider's products and services for persons with disabilities
 - Making its Interactive Voice Response systems accessible²³

- **Customer service functions (not available through website):**

- Where customer service functions on websites are not accessible, TELUS' licensed BDUs must ensure that persons with disabilities do not incur a charge or otherwise be disadvantaged if they use an alternate avenue of customer service.²⁴

- **Promotion of disability-specific products:**

- TELUS' licensed BDUs must promote information on all of its disability-specific services and products in an accessible manner(s) of TELUS' choice.²⁵

¹⁷ *Ibid*, provision VIII.3

¹⁸ *Ibid*, provision VII.3.

¹⁹ *Ibid*, provision IX.4.d.

²⁰ *Canadian Radio-television and Telecommunications Commission Rules of Practice and Procedure*, SOR/2010-277, s 14(1) ["CRTC Rules of Practice and Procedure"].

²¹ *Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations*, SOR/2021-160, ss 8(2), 11(2), 15(2) ["CRTC Accessibility Reporting Regulations"].

²² *Ibid*, ss 8(1), 11(1), 15(1).

²³ Appendix 1 to BD 2018-267, para 14; Appendix to BD 2019-230, para 15.

²⁴ Appendix 1 to BD 2018-267, para 12; Appendix to BD 2019-230, para 13.

²⁵ Appendix 1 to BD 2018-267, para 9; Appendix to BD 2019-230, para 10.

Website accessibility

- **Accessibility section on website:** TELUS' licensed BDUs must incorporate an easy-to-find home page link to the sections of its website dealing with the needs of persons with disabilities, if its website includes such sections.²⁶
- **Making website information accessible:**
 - TELUS' licensed BDUs must make information on its website accessible to the point of providing reasonable accommodation for persons with disabilities.²⁷
 - Accessibility plans, progress reports and descriptions of feedback processes published under the ACA must be published in a way that meets Web Content Accessibility Guidelines (WCAG) guidelines.²⁸
- **Customer service functions (solely available through website):**
 - TELUS' licensed BDUs shall make accessible any customer service functions that are available solely through its website.²⁹

Accessibility requirements: Programming undertakings, including on-demand services

CC, AD and DV

- **Offering CC:**
 - TELUS' licensed on-demand services must caption 100% of the English and French language programs in its inventory, with the exception of community access television programming.³⁰
 - TELUS' licensed on-demand services must implement a monitoring system to ensure that, for any signal that is closed captioned, the correct signal is captioned, the captioning is included in its broadcast signal and this captioning reaches the distributor of that signal in its original form.³¹
 - TELUS' licensed on-demand services must meet a required quality of captioning for its French and English language services.³² These quality standards include, among other things, lag time and accuracy.³³

²⁶ Appendix 1 to BD 2018-267, para 10; Appendix to BD 2019-230, para 11.

²⁷ Appendix 1 to BD 2018-267, para 11; Appendix to BD 2019-230, para 12. See para 66 of BTRP 2009-430 for examples of reasonable accommodation.

²⁸ *CRTC Accessibility Reporting Regulations*, ss 5, 10, 14.

²⁹ Appendix 1 to BD 2018-267, para 13; Appendix to BD 2019-230, para 14.

³⁰ Appendix to Broadcasting Regulatory Policy CRTC 2017-138, *Standard conditions of licence, expectations and encouragements for on-demand services*, 10 May 2017, para 21 ["Appendix to BRP 2017-138"]. Captioning must be consistent with the approach set out in Broadcasting Public Notice CRTC 2007-54, *A new policy with respect to closed captioning*, 17 May 2007.

³¹ Appendix to BRP 2017-138, para 22. The monitoring system must be consistent with BRP 2009-430.

³² Appendix to BRP 2017-138, para 23. For French language services, the quality standards of captioning must adhere to requirements set out in Appendix to Broadcasting Regulatory Policy CRTC 2011-741-1, *French-language Closed Captioning Mandatory Quality Standards*, 21 February 2012, as amended from time to time ["Appendix to BRP 2011-741-1"]. For English language services, the quality standards of captioning must adhere to requirements set out in Appendix Broadcasting Regulatory Policy CRTC 2016-435, *English language closed captioning mandatory quality standards*, 2 November 2016, as amended from time to time ["Appendix to BRP 2016-435"].

³³ For more details, please see Appendix to BRP 2011-741-1 and Appendix to BRP 2016-435.

- **Filing reports with the CRTC**

- Community channels: TELUS' licensed on-demand services must keep, in a form acceptable to the CRTC, a program log or a record of programs offered as local expression in the licensed area, and retain the log or record for a period of one year after the latest date on which the program is offered. The program log or record of programs must include information for each program including whether the program was offered with closed captioning, audio description or described video.³⁴
- Record-keeping for programs: TELUS' licensed on-demand services must maintain for a period of one year and submit to the CRTC upon request a detailed list of the programming available on the service. The list must identify information including whether captioning and/or video description is available.³⁵

- **Forthcoming requirements spanning from September 2026 to November 2028, as specified:**

- **Offering AD:**

- TELUS' licensed on-demand services must provide audio description for all English and French language new original news and information programs made available on their platforms.³⁶

- **Offering DV:**

- TELUS' licensed on-demand services must provide described video for all English and French language new scripted pre-recorded original programs made available on their platforms.³⁷
- TELUS' licensed on-demand services must provide an accessible search feature to find programs with described video.³⁸

- **DV and AD reporting:**

- TELUS' licensed on-demand services must report on its progress and confirm implementation of the aforementioned DV and AD requirements.³⁹
- TELUS' licensed on-demand services must report on the described video quality standards it follows and the number of:
 - English and French language new scripted pre-recorded original programs available with described video
 - English and French language new scripted pre-recorded third-party programs available with described video
 - English and French language new scripted pre-recorded third-party programs received without described video and to which described video was added

³⁴ Appendix to BRP 2017-138, paras 20(a) and 20(b)(vii).

³⁵ Appendix to BRP 2017-138, para 24.

³⁶ Appendix 2 to Broadcasting Regulatory Policy CRTC 2025-344, *Proposed orders imposing conditions of service for audio-visual online streaming undertakings, on-demand services, and television services*, 17 December 2025, Application, para 2 ["BRP 2025-344"]. Please note that, to date, TELUS does not commission or create programming that meets the CRTC's definition of "new original programs", but TELUS expects to increase the amount of available programming with DV in its on-demand libraries and its online undertaking (BRP 2025-344, paras 43-44). See also BRP 2025-344, para 20, which exempts community programming broadcast by on-demand services from this requirement.

³⁷ Appendix 2 to BRP 2025-344, Application, para 1. See also note in footnote 35.

³⁸ Appendix 2 to BRP 2025-344, Application, para 3.

³⁹ Appendix 2 to BRP 2025-344, Application, para 4.

- English and French language scripted pre-recorded legacy programs available with described video and the change year over year
- Complaints they have received about described video and audio description⁴⁰

Alternative formats

- A person with a disability or their designated representative may request that a party, including TELUS, whose documents are posted on the CRTC's website file the document with the CRTC in the alternative format specified by the person or representative. The request must be served on the party within five days after the day on which the document was posted.⁴¹
- Accessibility plans, progress reports and descriptions of feedback processes published under the ACA must be made available, upon receipt of a compliant request⁴², in print, large print, braille, audio format, electronic format that is compatible with adaptive technology intended to assist persons with disabilities, or any other format that the person and the regulated broadcasting entity agree upon and for which there is proof of the agreement.⁴³

Website accessibility

- Accessibility plans, progress reports and descriptions of feedback processes published under the ACA must be published in a way that meets Web Content Accessibility Guidelines (WCAG) guidelines.⁴⁴

Forthcoming accessibility requirements spanning from September 2026 to November 2028, as specified, for online undertakings

AD and DV

- **Offering AD:**
 - TELUS' online undertaking must provide audio description for all English and French language new original news and information programs made available on their platforms.⁴⁵
- **Offering DV:**
 - TELUS' online undertaking must provide described video for all English and French language new scripted pre-recorded original programs made available on their platforms.⁴⁶

⁴⁰ Appendix 2 to BRP 2025-344, Application, para 5.

⁴¹ *CRTC Rules of Practice and Procedure*, s 14(1).

⁴² *CRTC Accessibility Reporting Regulations*, ss 8(2), 11(2), 15(2).

⁴³ *Ibid*, ss 8(1), 11(1), 15(1).

⁴⁴ *CRTC Accessibility Reporting Regulations*, ss 5, 10, 14.

⁴⁵ Appendix 2 to BRP 2025-344, Application, para 2. See also note in footnote 35.

⁴⁶ Appendix 2 to BRP 2025-344, Application, para 1. See also note in footnote 35.

- TELUS' online undertaking must provide an accessible search feature to find programs with described video.⁴⁷
- **DV and AD reporting:**
 - TELUS' online undertaking must report on its progress and confirm implementation of the aforementioned DV and AD requirements.⁴⁸
 - TELUS' online undertaking must report on the described video quality standards it follows and the number of:
 - English and French language new scripted pre-recorded original programs available with described video
 - English and French language new scripted pre-recorded third-party programs available with described video
 - English and French language new scripted pre-recorded third-party programs received without described video and to which described video was added
 - English and French language scripted pre-recorded legacy programs available with described video and the change year over year
 - Complaints they have received about described video and audio description⁴⁹

⁴⁷ Appendix 2 to BRP 2025-344, Application, para 3.

⁴⁸ Appendix 2 to BRP 2025-344, Application, para 4.

⁴⁹ Appendix 2 to BRP 2025-344, Application, para 5.

Appendix B – Telecommunications Act requirements

As required by section 51(1) of the ACA, this Appendix sets out:

- 51(1)(b) - the conditions imposed under section 24 or 24.1 of the *Telecommunications Act* to which some or all of TELUS is subject to that relate to the identification and removal of barriers and the prevention of new barriers
- 51(1)(c) - the provisions of any regulations made under the *Telecommunications Act* that relate to the identification and removal of barriers and the prevention of new barriers that apply to some or all of TELUS

This Appendix may not include requirements that have not been in force for at least three months before the day on which the Accessibility Plan must be published⁵⁰ or expectations/encouragements that do not rise to the level of imposed conditions, unless otherwise indicated.

Message Relay Service (MRS)

- All local exchange carriers (LECs) must provide teletypewriter (TTY) and Internet Protocol (IP) relay services to their telephone customers 24 hours a day, 7 days a week.⁵¹
- Wireless service providers (WSPs) are required to provide IP relay services 24 hours a day, seven days a week.⁵²
 - MRS providers providing IP relay and MRS providers with an obligation to provide TTY must meet the minimum requirements.⁵³
 - Certain telecommunications service providers (TSPs) must file annual reports on quality of service data, as set out in Appendix 2 to TRP 2018-466.⁵⁴
- WSPs must take or maintain necessary steps⁵⁵ to ensure deaf and hard of hearing sign language users are able to make and receive calls through VRS in a comparable way to hearing users accessing voice services, especially in regards to reaching public safety services. This applies to plans with both soft and hard data caps.⁵⁶
- TSPs are required to fund video relay service nationally via the existing National Contribution Fund.⁵⁷

⁵⁰ As permitted under the *Accessible Canada Act*, SC 2019, c 10, s 42(6) ["ACA"]. In the spirit of furthering the purposes set out under the ACA, where TELUS has included proposed requirements that are not yet in force, TELUS has identified the date in which the requirement will come into effect.

⁵¹ Broadcasting and Telecom Regulatory Policy CRTC 2009-430, *Accessibility of telecommunications and broadcasting services*, 21 July 2009, paras 11 and 21 ["BTRP 2009-430"].

⁵² Telecom Regulatory Policy CRTC 2018-466, *Review of the regulatory framework for text-based message relay services*, 14 December 2018, para 31 ["TRP 2018-466"].

⁵³ TRP 2018-466, paras 153 and 156 and Appendix 1.

⁵⁴ *Ibid*, para 163 and Appendix 2.

⁵⁵ This could include, for unlimited plans with a soft cap, zero-rating VRS data and ensuring that the service is not throttled when a VRS user reaches their soft data cap.

⁵⁶ Telecom Regulatory Policy CRTC 2023-41, *Mobile wireless service plans that meet the needs of Canadians with various disabilities*, 23 February 2023, paras 93-94, 146 ["TRP 2023-41"].

⁵⁷ Telecom Regulatory Policy CRTC 2014-187, *Video Relay Service*, 22 April 2014, para 32 ["TRP 2014-187"].

Emergency 9-1-1 service, including text messaging to 9-1-1, notification and consent requirements

- Voice over Internet Protocol (VoIP) service providers, prior to commencement of VoIP services, must obtain the customer's express consent by which the customer acknowledges his/her understanding of the 9-1-1/E9-1-1 service limitations, and any printed information used to secure the express customer consent must be provided in alternative formats (e.g. braille and large print), upon request.⁵⁸ Furthermore, to ensure that such documentation is accessible to persons with cognitive disabilities, local VoIP service providers are required, at a minimum, to explain it, upon request.⁵⁹
- MRS providers must provide access to 9-1-1 service.⁶⁰
- WSPs and incumbent local exchange carriers (ILECs) must provide Text with 9-1-1 service.⁶¹

Alternative formats

- Canadian carriers must provide, upon request, billing statements and billing inserts in alternative formats, like braille, large print or on computer diskette.⁶² Additionally, the Canadian carrier must provide billing information in any other alternative format(s) mutually agreed upon with its visually impaired customer.⁶³
- Canadian carriers must also provide information about rates, terms and conditions of all services, including those offered on a promotional basis, in alternative formats, upon request of subscribers or potential subscribers who are visually impaired.⁶⁴ Canadian carriers must include in their contracts with resellers a condition that resellers comply with the same obligations imposed on Canadian carriers.⁶⁵
- ILECs/TSPs must provide the following documents in alternative formats to persons with visual impairments, upon request: information on the National Do Not Call List, information on bill management tools, retail quality of service information, notification of the removal of the last payphone in a community, the incumbent local exchange carriers' communications plans on local forbearance and information on dialing plan changes.⁶⁶
 - **Forthcoming requirement in April 2027:**
 - Written confirmations for self-service transactions will also be available in alternative formats to persons with visual impairments, upon request.⁶⁷

⁵⁸ Telecom Decision 2005-21, *Emergency service obligations for local VoIP service providers*, 4 April 2005, para 98 ["TD 2005-21"].

⁵⁹ TD 2005-21, para 98.

⁶⁰ Telecom Order CRTC 98-626, *Telecom Order*, 26 June 1998, ["TO 98-626"]; Telecom Decision CRTC 2002-13, *Extending the availability of alternative formats to consumers who are blind*, 8 March 2002; and, Order CRTC 2001-690, *Alternative formats for a person who is blind*, 31 August 2001.

⁶¹ Telecom Decision CRTC 2013-22, *CISC Emergency Services Working Group – Consensus report regarding Text Messaging with 9-1-1 trial and service implementation*, 24 January 2013.

⁶² TO 98-626, para 14; Telecom Regulatory Policy CRTC 2009-156, *Revised regulatory requirements to provide information to customers*, 24 March 2009, para 78 ["TRP 2009-156"].

⁶³ TO 98-626, para 14.

⁶⁴ TRP 2009-156, para 78.

⁶⁵ TRP 2009-156, para 78.

⁶⁶ Telecom Regulatory Policy CRTC 2010-132, *Follow-up to Broadcasting and Telecom Regulatory Policy 2009-430 Requirements for telecommunications service providers to communicate certain information in alternative formats*, 4 March 2010, para 11.

⁶⁷ Telecom Regulatory Policy CRTC 2026-78, *Enhancing self-service mechanisms*, 24 April 2026, paras 29-30 ["TRP 2026-78"].

- WSP and ISPs are required to provide wireless service contracts and internet service contracts in alternative formats for people with disabilities upon request and at no charge.⁶⁸
- TSPs must provide paper bills upon request at no charge to customers who self-identify as a person with a disability.⁶⁹
- Accessibility plans, progress reports and descriptions of feedback processes published under the ACA must be made available, upon request, in print, large print, braille, audio format, electronic format that is compatible with adaptive technology intended to assist persons with disabilities, or any other format that the person and the regulated entity agree upon and for which there is proof of the agreement.⁷⁰

Website accessibility

- TSPs must make the information on telecommunications and broadcasting services and products on their websites accessible to the point of providing reasonable accommodation for persons with disabilities.⁷¹
- TSPs must make customer service functions that are available solely over the service providers' websites accessible. If a customer service function on the service providers' website is not accessible, then persons with disabilities cannot be charged or disadvantaged for using an alternate channel to access those functions.⁷²
- TSPs must have easy-to-find home page links to the special needs/disability sections of their websites.⁷³
- WSPs are required to maintain websites that meet the Web Content Accessibility Guidelines (WCAG) of the World Wide Web Consortium (W3C).⁷⁴
- Electronic publication of feedback description processes, progress reports and accessibility plans created pursuant to the ACA will also be required to meet the requirements of Level AA conformance set out in the WCAG.⁷⁵

Trial period

- WSP are required to provide a 30-calendar day trial period for customers with disabilities, and this information is required to be promoted in the accessibility portion of the WSP's website.⁷⁶
- ISPs subject to the Internet Code must provide a 30-calendar day (minimum) trial period for customers who self-identify as having a disability.⁷⁷

⁶⁸ Telecom Regulatory Policy CRTC 2013-271, *The Wireless Code*, 3 June 2013, para 336 ["TRP 2013-271"]; Telecom Regulatory Policy CRTC 2019-269, *The Internet Code*, 31 July 2019, para 212, Appendix B.4.i. ["TRP 2019-269"].

⁶⁹ Telecom and Broadcasting Decision CRTC 2022-28, *When and how communications service providers must provide paper bills*, 10 February 2022.

⁷⁰ *CRTC Accessibility Reporting Regulations*, SOR/2021-160, ss 24, 27, and 31 [the "Regulations"].

⁷¹ BTRP 2009-430, para 65.

⁷² BTRP 2009-430, para 68.

⁷³ BTRP 2009-430, para 57.

⁷⁴ Telecom Regulatory Policy CRTC 2016-496, *Modern telecommunications services – The path forward for Canada's digital economy*, 21 December 2016, para 217 ["TRP 2016-496"].

⁷⁵ Telecom and Broadcasting Notice of Consultation 2021-69, *Call for comments – The Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations*, 18 February 2021, para 46 ["TBNC 2021-69"] and the Regulations, ss 5(c), 10(1)(c), 14(c), 21(c), 26(1)(c), and 30(c).

⁷⁶ TRP 2013-271, paras 251, 332 and 336 and Telecom Regulatory Policy CRTC 2017-200, *Review of the Wireless Code*, 15 June 2017, Appendix 1, s G.4.iv. ["TRP 2017-200"]

⁷⁷ TRP 2019-269, para 380.

- Specifically for internet services, the CRTC requires ISPs to produce videos in ASL/LSQ in their Internet Code awareness campaigns and to include in the videos information regarding the trial period to enable Canadians with disabilities to better understand and avail themselves of the extended trial periods.⁷⁸

Facilitation of cancellations and customer transfer

- While there are no special requirements with respect to cancellation of service or customer transfer for vulnerable customers, the CRTC mandate to facilitate customer initiated cancellation of services and customer transfer requests are all encompassing and robust. These requirements make it convenient for all customers of local voice services, wireless services, internet services and broadcasting distribution services to cancel their services and transfer to another provider of their choosing at any time.⁷⁹
- If a customer cancels a contract before the end of the commitment period, as a WSP and ISP, TELUS must not charge the customer any fee or penalty other than the early cancellation fee, the limits of which are set out in the Wireless Code and the Internet Code.⁸⁰
 - **Forthcoming requirement in June 2026:**
 - TSPs may not charge customers CRTC-specified fees that act as a barrier to switching telecommunications services.⁸¹
- As a condition of offering and providing telecommunications services, TELUS and all Canadian carriers (including wireless carriers) are required to accept a customer cancellation request from a prospective new service provider, on behalf of a customer.⁸²
 - **Forthcoming requirement in April 2027:**
 - TSPs must make available a self-service mechanism that enables its customers to cancel the contract or modify the telecommunications service plan as prescribed by the CRTC⁸³, and deliver a written confirmation for any action taken through self-serve.⁸⁴ These requirements will be subject to existing accessibility protections.⁸⁵
- The above noted rules for cancellation of services and transfer to a different service provider make it very easy and inexpensive for changing plans and/or providers, and usually the customer does not even need to contact the service provider. The vulnerable population benefits from these rules as they simplify the cancellation or transfer process.

⁷⁸ TRP 2019-269, para 374 and 466.

⁷⁹ Broadcasting and Telecom Regulatory Policy CRTC 2014-576, *Prohibition of 30-day cancellation policies*, 6 November 2014, para 40 and 43 ["BTRP 2014-576"]; TRP 2017-200, Appendix 1, s G.5.

⁸⁰ TRP 2017-200, para 172; TRP 2019-269, para 351. See also *Telecommunications Act*, SC 1993, c 38, s 27.04.

⁸¹ Telecom Regulatory Policy CRTC 2026-43, *Prohibition of fees that are a barrier to switching cellphone and Internet plans*, 12 March 2026, paras 16-23.

⁸² Broadcasting and Telecom Regulatory Policy CRTC 2011-191, *The customer transfer process and related competitive issues*, 18 March 2011, paras 2, 3, 27, and 33 ["BTRP 2011-191"].

⁸³ TRP 2026-78, paras 11-17.

⁸⁴ TRP 2026-78, para 29.

⁸⁵ TRP 2026-78, para 30. See also BTRP 2009-430 and the ACA.

Promotion of products and services and training

- WSPs must offer mobile wireless service plans that meet the needs of Canadians with disabilities (including those who are hard of hearing and visually impaired), and plans and services must be advertised on the WSPs' website.⁸⁶
- WSPs must offer at least one type of wireless mobile handset that will provide access for persons who are blind and/or have moderate-to-severe mobility or cognitive disabilities.⁸⁷
- As of 2023, WSPs must annually report on the total number of subscribers to accessible plans and the composition of accessible plans available in the market in the course of the year, including any plans that have been withdrawn from the market during that period and the reason for doing so.⁸⁸
- All ISPs must provide account management tools that enable customers to monitor their data usage at no charge, and these tools must also be accessible to customers with disabilities.⁸⁹
- Large facilities-based ISPs are required to work together to create and promote common terminology sign language videos in American Sign Language/Langue des signes québécoise (ASL/LSQ), in consultation with the deaf, deaf-blind, and hard-of-hearing ("DDBHH") community. The videos must also include closed captioning.⁹⁰
- Specifically, with respect to call centres, the CRTC mandated TSPs to make their general call centres accessible to the point of providing a reasonable accommodation to persons with disabilities by:
 - Training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service provider's products and services for persons with disabilities
 - Making Interactive Voice Response systems⁹¹ accessible⁹²
- Regarding promotion of disability-specific information, the CRTC requires:
 - TSPs to promote information on all of their disability-specific services and products in the accessible manner(s) of their choice⁹³
 - If the TSPs offers a website with special needs/disability sections, TSPs to incorporate easy-to-find home page links to the special needs/disability sections of their websites⁹⁴
 - WSPs and large facilities-based ISPs to produce sign language videos in ASL and LSQ promoting awareness about the Wireless Code and the Internet Code, explain common terminology used in contracts and inform customers about methods to manage data⁹⁵

⁸⁶ TRP 2016-496, paras 212 and 214.

⁸⁷ BTRP 2009-430, para 44.

⁸⁸ TRP 2023-41, para 143.

⁸⁹ TRP 2019-269, para 300.

⁹⁰ TRP 2019-269, para 164.

⁹¹ An Interactive Voice Response system is a technology that allows a computer to detect voice and touch tones using a normal phone call and replaces customer service representatives for the portion of the phone call that uses the system.

⁹² BTRP 2009-430, para 69.

⁹³ BTRP 2009-430, para 56, reaffirmed in TRP 2016-496, para 205.

⁹⁴ BTRP 2009-430, para 57.

⁹⁵ TRP 2017-200, paras 378, 382; TRP 2019-269, paras 164, 468.

- Internet Service Providers (ISPs) subject to the Internet Code to ensure that customer service representatives receive training on rights and responsibilities under the Internet Code, including accessibility needs⁹⁶

Annual consultation requirements for wireless service providers

- WSPs must engage in regular, at least yearly, consultations with persons with disabilities and groups representing their interests.⁹⁷

⁹⁶ TRP CRTC 2019-269, para 463.

⁹⁷ TRP 2023-41, para 142.