

Accessibility Feedback

Stratus Networks is committed to providing better experiences for people with disabilities. We welcome your feedback about any accessibility barriers you have experienced with us, our accessibility plan under the [Accessible Canada Act](#) (ACA), and any positive accessibility experiences you have had with us. The ACA defines a barrier as “anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

To provide accessibility feedback, please contact us in any of the following ways:

- Email us at noc@stratusnet.com.
- Call us at (866) 822-2246.
- Although we do not offer a dedicated TTY telephone number for people with hearing or speech disabilities, you are welcome to call us through your preferred message relay service operator by dialing 711 from anywhere within Canada or the United States. If you prefer to communicate via sign language, you may talk to us through a Canada VRS interpreter or, if you are an eligible U.S. resident, through your U.S. video relay service provider. Our customer service representatives know not to hang up when they receive a call from a text or video relay operator.

While you can submit your feedback anonymously, we can better serve you and provide a response, if requested, if you provide your name, phone number, province, and other details (Personal Information). We will not share your Personal Information with any third party and your Personal Information will be kept confidential, unless you consent to disclosure. However, by contacting us, you agree to the collection, use, and storage of your Personal Information provided to us to allow us to respond to you and improve our services.

All feedback will be directed to our Office of the Chief Executive Officer, Darren Feder. Mr. Feder has over 25 years of experience in the telecom and technology industries.

If you include your contact information, we will confirm that we received your feedback. All emails that are successfully delivered to noc@stratusnet.com generate an automatic reply confirming receipt. Our automatic reply may end up in your “spam” or “junk” folder, so please be sure to check those folders if it does not reach your inbox. If you do not receive an automatic reply within one hour, we encourage you to follow up with us to confirm that we received your message.

Alternative Formats

If you need a description of our feedback process in a different format, please contact us. You may do so using any of the methods for providing accessibility feedback outlined above.

We can provide the description in print, large print, braille, audio or electronic formats that are compatible with screen readers, screen magnifiers, and other adaptive technologies, in accordance with the World Wide Web Consortium's [Web Content Accessibility Guidelines](#) (WCAG 2.1, Levels A and AA). We will make the description of our feedback process available to you in the requested format as soon as possible, but at the latest:

- In the case of a request for a description in braille or an audio format, on the 45th day after the day on which we receive the request; and
- In the case of a request for a description in any other format, on the 20th day after the day on which the request is received.

As our accessibility plans and progress reports become available, you will be able to request them in alternate formats in the same ways as our feedback description.

Feedback Retention and Usage

We are required to retain your feedback for seven years. All feedback received will be converted into a suitable digital format and will be stored in our ticketing system. Our ticketing system has been programmed to ensure that all feedback received is retained for at least seven years.

Your feedback will help us continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, while some may highlight issues that require immediate attention. However, all feedback received will help Stratus Networks develop products and services everyone can use, and make our workplaces more inclusive for employees and job applicants with disabilities.

Your feedback may also help us track how we're progressing towards achieving our accessibility goals. We are required to report on our accessibility progress in the years between publishing our accessibility plans. We will consider your feedback as we write our progress reports.