

VoIP.ms
Accessibility Plan
2024-2027

Table of Contents

REVIEW AND UPDATE LOG.....2

1. GENERAL INFORMATION3

 1.1 INTRODUCTION3

 1.2 ACCESSIBILITY TEAM.....4

 1.3 FEEDBACK PROCESS.....4

2. CONSULTATION WITH PEOPLE WITH DISABILITIES5

3. VOIP.MS POLICIES, PROGRAMS, PRACTICES, AND SERVICES7

 3.1 INFORMATION AND COMMUNICATION TECHNOLOGIES7

 3.2 PROCUREMENT OF GOODS, SERVICES, AND FACILITIES8

 3.3 DESIGN AND DELIVERY OF PRODUCTS AND SERVICES8

 3.4 OTHER COMMUNICATIONS.....8

 IMPROVEMENTS AS OF 2026.....9

 3.5 RECRUITMENT AND EMPLOYMENT9

4. PRINCIPLES OF THE ACCESSIBLE CANADA ACT 10

5. VOIP.MS OBLIGATIONS 11

6. CONCLUSION 12

Review and Update Log

Reviewed By	Approved By	Update Date
Raymond-Pierre Vivet	David Rouleau	April 11 th 2025
Raymond-Pierre Vivet	David Rouleau	May 25 th 2026

1. General Information

1.1 Introduction

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

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

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

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

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

1.2 Accessibility Team

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

David Rouleau

Chief Executive Officer

Karl Griffin

Vice-President, Operations

Christian Rangel

Director, Customer Experience

Fernando Rodriguez

Director, Product

1.3 Feedback Process

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

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

Through e-mail: accessibility@voip.ms

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

Through phone: 1-877-786-4767

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

Through mail:

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

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

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

2. Consultation with People with Disabilities

VoIP.ms recognizes that accessibility planning must be informed by people with lived experience of disability. Over the next few years, VoIP.ms will conduct structured consultations with persons with disabilities, accessibility specialists, and disability-led or disability-serving organizations. The consultations will focus on barriers that customers and employees may experience when using VoIP.ms websites, the customer portal,

support channels, documentation, billing tools, onboarding flows, and core communication features.

The consultation process may include, but may not be limited to, accessible online feedback options, one-on-one interviews, moderated usability sessions, and outreach to organizations representing people with visual, hearing, speech, cognitive, mobility, and dexterity-related disabilities.

Findings from these consultations will be documented and used to prioritize accessibility improvements in the public website, customer portal, support experience, knowledge base, tutorial videos, and internal employee training. VoIP.ms will incorporate feedback received, barriers identified, and actions taken or planned into its annual accessibility progress report. Given that VoIP.ms operates entirely online, enhancing accessibility is crucial.

Websites, Platform, and Content Accessibility

- In line with our 2025 Accessibility Plan, we have planned and will release in 2026 a new WCAG-compliant website, featuring enhanced visual clarity, increased text size and spacing, accessible fonts, full compatibility with screen readers, and the use of bold formatting to emphasize key information.

Customer experience

- As of 2026, we continue to maintain and expand accessibility features such as call and voicemail transcription, captioned tutorial videos, and streamlined processes designed to improve clarity, simplicity, and ease of use for all customers.
- In 2027, we plan to launch a new customer portal designed to provide an inclusive and user-friendly experience for everyone. The portal will incorporate accessibility best practices, including compatibility with screen readers, keyboard navigation support, clear and consistent layouts, accessible forms, enhanced text readability,

and mobile-friendly functionality to ensure customers can easily access information and services independently.

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

3.1 Information and Communication Technologies

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

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

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

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

VoIP.ms also supports any SIP devices, facilitating seamless integration with customers' existing equipment. We are committed to continuously integrating and enhancing

¹ At the exception of phone interactions.

accessibility features within our service, ensuring seamless access for all users as the years progress.

3.2 Procurement of Goods, Services, and Facilities

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

3.3 Design and Delivery of Products and Services

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

We have educated and keep raising awareness amongst our product teams about the importance of accessibility in the development of our websites, ensuring that inclusivity is a core consideration in every aspect of our design and implementation processes.

We already provide numerous tutorial videos with subtitles, comprehensive knowledge base articles, and intuitive guides. Yet, we will continue to develop additional accessible content and will ensure that future resources are created with the needs of people with disabilities in mind.

3.4 Other Communications

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

Following the launch of CRTC's Accessibility Act, VoIP.ms has, amongst others:

- Established a dedicated accessibility page on its intranet, which serve as a comprehensive resource for all employees, providing essential information, updates, and tools related to accessibility.
- Developed and distributed a detailed guide that covers accessibility terminology and best practices for communication, ensuring that its team is well-equipped to support and interact inclusively with colleagues and customers with disabilities.
- We have created resources into our Learning Management System to enhance understanding of accessibility, terminology, and related topics, ensuring that both management and employees have convenient access to the information needed to stay informed.

Improvements as of 2026

- Following the launch of our aforementioned Learning Management System, all employees, managers, and directors are now required to complete and review company resources and training related to accessibility, inclusive communication, appropriate terminology, and other relevant topics on an annual basis. This ongoing training helps promote awareness, reinforces inclusive practices across the organization, and ensures employees remain informed about accessibility standards, evolving best practices, and the importance of creating an inclusive environment for customers, employees, and partners.

3.5 Recruitment and Employment

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

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

VoIP.ms Accessibility Plan as of May 25th, 2026.

- We implemented a monthly-recurring anonymous feedback process for all employees.
- We are conducting surveys with new employees after 30 days and again at the 3-month mark to gather insights.
- We have incorporated principles of diversity, equity, and inclusion into our internal policies, ensuring that every employee adheres to them.
- We have provided a comprehensive training on diversity and inclusion issues to our employee experience staff to better support our workforce.
- We actively communicate our initiatives to all employees to promote an inclusive workplace culture.
- Our Learning Management System has been equipped with information to help employees and management understand the principles of diversity, equity, and inclusion, with the goal of fostering a respectful and accessible workplace and ensuring these values are upheld across the company.
- We have integrated comprehensive training on diversity and inclusion supporting the ongoing education of all employees and managers.
- We actively communicate our initiatives during our quarterly employee meetings to ensure that all employees and management are fully informed and aligned on an inclusive workplace culture.

4. Principles of the Accessible Canada Act

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

- Dignity: We ensure that all individuals are treated with respect and dignity in all our interactions.
- Equality of Opportunity: We promote equal opportunities to allow everyone to reach their full potential within our company and in relation to our services.

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

5. VoIP.ms Obligations

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

Our obligations include establishing technologies and practices that ensure the accessibility of our services to people with disabilities. VoIP.ms is subject to regular monitoring and reviews by the CRTC to ensure compliance with these standards. We adhere to several codes of conduct created by the CRTC.

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

6. Conclusion

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

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