

NetAccess Systems Inc.

2025 Accessibility Progress Report

Reporting Period: June 1, 2024 – May 31, 2025

Published: June 2, 2025

1. Finding and Removing Barriers

At NetAccess Systems Inc., we are working to make our services more accessible to everyone, including people with disabilities. In the past year, we have:

- **Trained our employees** to be more aware of accessibility needs and how to provide better service to people with disabilities.
 - **Reviewed our services** to make sure they are accessible to all customers.
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2. Listening to People with Disabilities

To prepare this report, we talked to people with disabilities to learn how we can do better. Here's what we did:

- We have a **feedback process** where anyone can share thoughts or concerns about accessibility. You can contact us by:
 - **Email:** accessibility@netaccess.ca
 - **Phone:** 1-905-524-2001 x240
 - **Mail:** 21 King Street West, Suite 1500, Hamilton, ON, L8P 4W7
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3. How We Used the Feedback

We carefully read and review all the feedback we receive. When possible, we use it to make improvements. For example:

- Suggestions are passed to the right teams.
 - We make updates to our website and services based on what people tell us.
 - We respond to feedback to explain what actions we took.
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4. About This Report

- It is written in **clear and simple language**.

- If you need this report in another format (like large print, braille, or audio), just let us know.

Contact Us

If you have any questions or feedback, please reach out:

Accessibility Coordinator

Email: accessibility@netaccess.ca

Phone: 1-905-524-2001 x240

Mail: NetAccess Systems Inc., 21 King Street West, Suite 1500, Hamilton, ON, L8P 4W7

We are committed to making NetAccess more accessible for everyone, and we will keep working to remove barriers in the future.