

## ALLSTREAM: ACCESSIBLE CUSTOMER SERVICE PLAN

### 1. Our Commitment

Allstream Inc. and its subsidiaries/divisions (including Unified Communications (“UC”)/Delphi Solutions Corp.; collectively referred to as “Allstream”) are committed to excellence in serving all customers including people with disabilities. Allstream strives at all times to provide its goods and services, on a reasonable efforts basis, consistent with the following principles:

- i) dignity;
- ii) independence;
- iii) integration; and
- iv) equal opportunity.

### 2. Communication

We endeavour to communicate with people with disabilities in ways that take into account their disability, and we endeavour to provide different communication options in order to provide choice to people with disabilities. Where possible, we will ask how a person with a disability prefers we communicate with them. In the case of individuals who have limited options of communication or where ongoing services are required, we may not always be able to meet the communication need, but we would assess the situation and consider all options and resources available prior to making a decision.

#### i) Telephone Service

Our Customer Service Centre number is 1-888-288-2273, and agents are available Monday to Friday 8:30 a.m. to 7:00 p.m. (EST) on business days.

#### ii) TouchPoint Portal

Allstream offers online communication through a variety of online support mechanisms<sup>1</sup>. For example, the TouchPoint Service Portal is the window into services customers have with Allstream. Using TouchPoint, a customer can:

- open, view and track progress on incident tickets for Voice, Data, Internet and Managed Network Services;
- search for and view details of in-progress service orders;

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<sup>1</sup> Please visit [www.allstream.com/support](http://www.allstream.com/support). On the right-hand side of the webpage, you will see the phrase “Customer Sign In”, below which is a drop-down menu wherein you may select any of the following options:

- Online Services;
- TouchPoint Service Portal;
- Internet – Account Management;
- Internet – Online Invoice;
- Domain Mail Manager;
- Internet – Mailbox Manager;
- Internet – Dial-up Manager;
- Internet – Network Utilization Reports; and
- Allstream (Unified Communications) Support Access Portal (“ASAP”).

- submit and track inquiries regarding billing disputes related to service activation, outstanding balances, service cancellations, payments and more; and
- access network performance management reports for Internet Access, Wavelength and MPLS services.

Customers may ensure that they are getting the most value possible from Allstream services. The TeleManager® bill presentment and analysis tool makes it easy to review and pay invoices, understand telecommunications costs and plan for expansion of business.

TouchPoint:

- assists with identifying network congestion;
- enables fine-tuning of our network;
- assists in the implementation and troubleshooting of voice and video applications;
- allows for daily and monthly reporting with the ability to generate a real-time report;
- provides a high degree of reporting precision (e.g., six weeks of stored five-minute polls before any averaging takes place); and
- has the ability to export polling data for additional analysis.

To learn more, or to start using online services, customers may contact a Sales Representative or call the Application Support team at 1-866-883-8626 or email [application.support@mtsallstream.com](mailto:application.support@mtsallstream.com).

### iii) Email

Allstream provides a Customer Service Centre mailbox at [customerservicecentre@allstream.com](mailto:customerservicecentre@allstream.com).

Allstream endeavours to respond to email requests within one to two (1-2) business days, Monday to Friday 8:30 a.m. to 7:00 p.m. (EST). If emails are sent after hours or on non-business days, they will be treated as received the next business day.

### iv) Billing

We are committed to providing invoices in a way that meets the needs of all our customers. For this reason, invoices can be provided in the following formats upon request:

- hard copy (summary invoices);
- through the TouchPoint Portal (detailed invoices), excluding Custom Invoicing, IES, UC & Hosting Services;
- through ASAP Portal (UC Services only); and
- the IES portal (online IES invoices only).

Should the above formats not meet a customer's needs, we are committed to communicating with the customer with a disability in a manner that takes into account the customer's disability. A customer may contact us by email at [customerservicecentre@allstream.com](mailto:customerservicecentre@allstream.com) or by phone at 1-888-288-2273 to discuss options. For Hosting and UC services specifically, customers may call:

- for the UC Customer Service Centre:
  - Local: 514-344-3337;
  - Toll-Free: 1-888-273-4764 (with option for service/repairs and sales); and

- for Hosting/Allstream Customer Service Centre:
  - 1-866-883-8618.

### 3. Assistive Devices

We welcome the use of personal assistive devices to access our goods and services. If needed, customers may let us know if and how they need accommodation. We could, for example, provide the assistance of a staff person.

### 4. Service Animals

Unless otherwise excluded by law, we welcome people with disabilities and their service animals to our premises that are open on an appointments-only basis. Should a customer have an appointment and require accommodation, the customer is welcome to let us know. If a service animal is excluded by law, we will explain why the animal is excluded, and we shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods or services, including seeing what other arrangements can be made. If agreeable to the individual, this might mean offering to serve the person outside or in another location where the animal is permitted.

### 5. Support Persons

We welcome people with disabilities and their support person(s) to our premises that are open on an appointments-only basis. Should a customer have an appointment and require accommodation, the customer is welcome to let us know. Where confidentiality is important because of the kind of information discussed, we may first seek the consent of the person with a disability and require the support person to sign a confidentiality agreement.

On occasion, we may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is *necessary or essential* to protect the health or safety of the person with a disability or of others on the premises, i.e., the significant risk to health and safety cannot be mitigated or eliminated otherwise. Risk assessment will include consideration of:

- duration of the risk;
- nature and severity of the potential harm;
- the likelihood the potential harm will occur;
- the imminence of the potential harm; and
- the individual's actual characteristics, not generalizations, misperceptions, ignorance or fears about a disability.

### 6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services<sup>2</sup> or facilities (such as elevators, escalators, and accessible washrooms) having a significant impact on people with disabilities, as opposed to impacting all customers<sup>3</sup>, which are used by customers with disabilities, Allstream will notify customers promptly. A clearly

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<sup>2</sup> E.g., amplification systems, note-taking or TTY services.

<sup>3</sup> E.g., during a power outage or labour dispute.

posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notice may be given by posting the information at a conspicuous place by the method that is reasonable in the circumstances (e.g., on the premises or on the website).

The steps to be taken in connection with a temporary disruption are set out as follows:

- (i) a person who deals with the public/customers on behalf of Allstream or a manager becomes aware of a planned or unexpected disruption having a significant impact on people with disabilities, as opposed to impacting all customers;
- (ii) the above individual notifies the Allstream Disability Management Specialist;
- (iii) the Allstream Disability Management Specialist ensures that a notice is posted accordingly.

In practice, however, given that Allstream locations are only open to customers on an appointments-only basis, the ongoing availability of the aforementioned services/facilities is not being disrupted *per se*; customers are not relying upon ongoing availability. In practice then, when making appointments with customers, we will endeavour to advise that accommodation is available if needed, take the necessary measures, and advise if the aforementioned services/facilities will not be available.

## 7. Feedback Process

This Feedback Process is available to the public online at [www.allstream.com](http://www.allstream.com), and a copy shall be given to any person upon request.

Allstream is committed to exceeding customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Allstream provides goods and services to people with disabilities can be made by filling out the feedback form at the end of this Allstream Accessible Customer Service Plan and sending it by:

- (i) email to [CustomerAccessibility@allstream.com](mailto:CustomerAccessibility@allstream.com);
- (ii) fax to 416-345-2549; or
- (iii) phone to 416-640-5250.

All feedback will be directed to the Allstream Disability Management Specialist.

Complaints will be addressed according to Allstream's complaint management procedures.

## 8. Documents Available Upon Request

Documents required under the *Accessibility Standards for Customer Service* are available upon request, and:

- a) we will give the person the document, or information contained therein, in a format that takes into account the person's disability; and
- b) we and the person with a disability may agree upon the format to be used for the document or information.

## **Customer Accessibility Feedback Form**

Thank you for contacting Allstream. We value our customers and strive to satisfy their needs.

Please tell us the date and time of your call or contact.

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Did we respond to your customer service needs today?

Yes

Somewhat

No (please explain below)

Was our customer service provided to you in an accessible manner?

Yes

Somewhat

No (please explain below)

Did you have any problems accessing our goods and services?

Yes (please explain below)

Somewhat (please explain below)

No

Please add any other comments you may have:

Contact information (optional):

Thank you.