



*Your Partner in Communication*

## **Accessible Canada Act Feedback Process**

This information is provided for the purposes of providing feedback and for requesting alternate formats of the feedback process.

### **Feedback Mechanisms**

Nexicom is designated to receive accessibility feedback and will coordinate internally with each priority areas to meet new obligations described under the *Accessible Canada Act* (ACA) as required.

Nexicom welcomes feedback from members of the public, customers, employees and groups representing the interests of persons with disabilities on:

- Any barriers to accessibility encountered by Nexicom employees and persons interacting with our business.

### **How to provide Feedback**

Feedback may be provided to Melinda Clarke – Manager HR and Payroll

**Accessibility feedback form** can be found on our website:

<https://kb.nexicom.net/customer-accessibility-feedback-questions-english/>

- **Email address:** [hr@nexicomgroup.net](mailto:hr@nexicomgroup.net)
- **Toll Free number:** 1-888-639-4266
- **Telephone number:** 705-932-4119
- **Mailing address:**

**Accessibility Feedback -Human Resources Manager**

**5 King St E, Millbrook, Ontario L0A 1G0**

Acknowledgement of receipt will be provided within fourteen (14) days, in the same manner as the feedback was received, unless it is requested using a different channel or format. Feedback may be provided anonymously, in which case acknowledgement of receipt will not be issued. Electronic and print feedback received will be kept for at least seven (7) years from the day in which it was received.

Nexicom Group

5 King Street East, Millbrook, Ontario L0A 1G0

Phone 705-749-0091 1-888-NEXICOM Fax 705-932-2329

[www.nexicom.net](http://www.nexicom.net)



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Alternate Formats:

Nexicom will provide any information relating to its Accessibility feedback process in alternate formats available in print, large print, Braille, audio, French or electronic format that is compatible with adaptive technology that assists persons with disabilities upon request. Request for documentation in Braille or audio format must be fulfilled within 45 days of the request. All other request must be fulfilled within 15 business days.

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