



Granite Telecommunications, LLC
Accessible Canada Act
Feedback Process Description

Pursuant to Accessible Canada Act (“Act”) [Subsections 25 and 26](#), of the *Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations* (“Regulations”), Feedback Process and publication, and [Subsection 52\(1\) of the Accessible Canada Act \(the “Act”\)](#), Feedback, this *Feedback Process Description*, describes Granite Telecommunications, LLC’s (“Granite” or “Company”) process for receiving and acting on feedback regarding,

- (a) the manner in which Granite is implementing its accessibility plan; and
- (b) the barriers encountered by persons that deal with Granite

to ensure that any individuals with a disability, as defined in the Act (“Individuals”), who are employed by a commercial Granite subscriber, may freely communicate with Granite employees regarding Granite’s provision of service to the Individual’s employer or a subscriber otherwise represented by the Individual. The most recent version of this *Feedback Process Description* is posted at Granite’s publicly accessible website, <https://www.granitenet.com/Legal>.

Feedback Process Description – Accessibility Plan Implementation. Granite provides communications and other services exclusively to enterprise and smaller commercial subscribers in Canada. Granite does not serve residential subscribers. Granite readily adopts the Act’s established Principles for ensuring that Individuals have ready communications access to Granite regarding the Company’s services.

Granite first relies on its commercial subscribers and the U.S. Government to make communications accessibility available to their employees, contracted individuals and to its agents, consistent with Granite’s accommodations for its own disabled employees, contracted individuals, and agents.

To the extent that Granite should be contacted by and Individual who does not otherwise have access to an employer commercial subscriber that has made communications accommodations for the individual, Granite will direct the Individual to a designated Granite employee who communicates in American Sign Language for the Deaf and/or in Braille for the Blind and DeafBlind. In the rare instances where a designated Granite employee may be unable to communicate with the Individual in the Individual’s primary form of communications, Granite will engage an outside vendor to communicate with the Individual in the Individual’s primary form of communication and translate communications or documentation to meet the Individual’s needs, at no charge.

The Feedback Process Description – Barriers to Communications. In the more thirty years that Granite has provided services the Company has never encountered an instance of a communications barrier to Individuals. Granite complies with the [Americans with Disabilities Act](#), where applicable. To comply with the Act's Feedback and Accessibility Plan requirements, and specifically with Act Section 52(5), Manner of Consultation, Granite intends to engage a qualified disability rights individual or qualified individuals to address how its communications processes may be enhanced to be more accommodating of those with communications disabilities and will act in accordance with such guidance.

Feedback Process Description and Accessibility Plan Availability. Pursuant to Act Subsection 51(2), 52(7), and 57(2) and Regulation Section 26, Granite has posted its *Feedback Process Description* and Accessibility Plan at its publicly accessible website, <https://www.granitenet.com/Legal, consistent with Level AA conformance of the Web Content Accessibility Guidelines>. Granite will provide a copy of its *Feedback Process Description* and Accessibility Plan to any member of the public upon request.

Feedback Process. Pursuant to Regulation Section 25, feedback may be provided by contacting the Feedback Contact telephonically, via email, or via Granite's website, <https://www.granitenet.com/ContactUs>. Feedback may be provided anonymously.

Upon receipt of feedback. All feedback will be acknowledged using provided contact information. All feedback will be treated as confidential, subject to the [Personal Information Protection and Electronic Documents Act](#) and the [Privacy Act](#).

Progress Reports. Pursuant to Subsections 53 ,54(1), 58, Granite will provide progress reports to the CRTC as conditions change, or otherwise upon request.

CRTC Notification of Amendments. Granite will inform the CRTC of amendments to its Feedback Process Description

Contact. Pursuant to Regulation Section 25(3), Granite has designated the following individual as the contact for issues related to Act compliance:

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