

# Commio's Commitment to Accessibility

At **Thing Technologies, Inc. dba Commio**, we believe communication should empower, connect, and serve everyone, without exception. From our roots in telecom to becoming a trusted provider of cloud voice and messaging, our mission has always been centered around making communication more open, flexible, and accessible for all.

Our dedicated team operates across North America, with a shared commitment to delivering reliable, scalable, and user-friendly communications. We work hard to earn our customers' trust and be the first choice for businesses that rely on clear, dependable voice and messaging.

Commio recognizes that accessibility is essential. We are committed to creating inclusive experiences for everyone, including persons with disabilities (PWD). This means offering communication solutions, customer service, and work environments that are barrier-free and continuously improving.

We are actively aligning our policies, platforms, and practices with the requirements of the **Accessible Canada Act (ACA)** and its regulations. This Accessibility Plan applies to all Commio operations subject to the ACA, and reflects our responsibility to meet / exceed those standards.

As we move forward, we will continue engaging with our customers, employees, and accessibility experts to identify opportunities for improvement, remove barriers, and create meaningful, equitable experiences for all.

## Providing Feedback

Commio welcomes your feedback on any accessibility barriers you may have encountered in dealing with Commio, or on the way Commio is implementing its Accessibility Plan. The [Accessible Canada Act](#) (ACA) defines a barrier as:

“...anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

The person at Commio responsible for receiving feedback is our **Chief Financial Officer**. Feedback can be general or specific, but providing details such as the date, the name of the



webpage, application or activity involved, are helpful for understanding your concerns.

*Postal service:*

Chief Financial Officer  
Commio  
5420 Wade Park Blvd, Suite 100  
Raleigh, NC 27607, USA

*Telephone:*

1+ (919) 890-0000 Monday - Friday, 8:00 a.m. to 5:00 p.m. ET  
Calls from outside the USA: (919) 890-0000

*Email:* [accessibility@commio.com](mailto:accessibility@commio.com)

*Website:* <https://www.commio.com/contact/>

## Anonymous Feedback

Individuals providing feedback can include personal and contact information, but it's not required. If you wish to submit feedback anonymously, [the online webform is the best method](#). That way we will not see any of your contact information, such as a phone number or email address.

## Acknowledgement of Feedback

Acknowledgement of receipt will be automatically sent in response to any feedback received by email to [accessibility@commio.com](mailto:accessibility@commio.com). Feedback provided by telephone involves direct interaction with a Commio employee and therefore the employee will acknowledge receipt of the feedback. For feedback received by mail or webform, an acknowledgement will be sent by mail or email if contact information is provided.

## Employee Feedback

Commio employees have the option to provide feedback via a [Google form](#). This will ensure that employee feedback is received and dealt with by the appropriate subject matter experts. Employees can choose to remain anonymous or include personal information. When follow-up is requested, this will also ensure that only the appropriate individuals have access to the employee's feedback for optimal confidentiality.



## Feedback from Other Sources

Commio communicates regularly with partners and users across North America, including Canada, to better understand their perspectives. It also engages via social media, and valuable feedback on the accessibility of Commio may also be provided through these channels. To take these responses into consideration, Commio staff will acknowledge feedback and create records of any relevant feedback received. This ensures the feedback is triaged and treated consistently with feedback received through traditional channels.

## How Your Feedback will be Used

Feedback helps Commio continuously improve our accessibility efforts. Some feedback may not require a direct response or immediate follow-up, while some may highlight issues that need to be addressed right away. However, all feedback will help Commio develop future accessibility plans and help us know how we are progressing towards our accessibility goals. The feedback we receive will be taken into consideration when we write our accessibility progress reports, published in the years between accessibility plans.

## Improving Accessibility Based on Feedback

Section 5 of the ACA highlights the following areas for the removal and prevention of barriers:

- Employment
- Information and communication technologies (ICT)
- Communication other than ICT
- Procurement of goods, services and facilities
- Design and delivery of programs and services; and
- Transportation

In addition to the Chief Financial Officer, who is responsible for receiving and overseeing all feedback related to the ACA, Commio has executives, aka pillar leaders, who are responsible for taking concrete actions to identify, remove, and prevent barriers in the above areas.

Each pillar leader has provided action items for Commio's Accessibility Plan and is responsible for executing them. These pillar leaders are also responsible for managing feedback, including any follow-up required, and will take this feedback into consideration in Commio's activities in this area. They will also report back on their progress, under their specific area of responsibility for Commio's progress reports.



When feedback is received through various channels, a copy of the feedback will be provided to the pillar leader so that they can address it in a timely and appropriate manner.

*Commio Pillar Leaders:*

- Employment: Chief Executive Officer
- Information and Communication Technologies: Chief Technical Officer
- Procurement of goods, services and facilities: Chief Technical Officer
- Design and delivery of programs and services: Chief Technical Officer
- Transportation: Commio does not offer transportation services.

## Retention

All feedback will be converted into a suitable digital format and stored in Commio's document management system. A filing system has been created specifically to manage feedback related to the ACA. The system is programmed so that all records stored will be automatically retained for the required seven-year period.

Feedback (except that submitted anonymously) will be sorted by whether it was received from an employee or an external person. The feedback will be further categorized by the relevant areas under section 5 of the ACA. Commio employees will also document feedback using Commio's internal document management platform. These steps allow for easier reporting at the end of each reporting cycle.

## Alternative Formats

To request an alternative format of this feedback process in print, large print, Braille, audio, or an electronic format compatible with adaptive technology by emailing [accessibility@commio.com](mailto:accessibility@commio.com). A copy of this document can always be found at [commio.com/commio-accessibility-feedback.pdf](https://commio.com/commio-accessibility-feedback.pdf).

