

Accessible Customer Service Policy

Policy Statement

National Wireless is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. National Wireless recognizes the diverse needs of all our employees and customers and will respond by striving to provide services and facilities that are accessible to all.

Training

- National Wireless is committed to establishing, implementing and maintaining a program for training on how to provide customer service to people with disabilities.
- National Wireless will ensure that all employees and contractors receive training about the provision of its services to persons with disabilities.
- In addition, every person who participates in developing the policies, procedures and practices governing the provision of services will receive appropriate training.

Alternate Formats

National Wireless is committed to providing accommodation to its customers where appropriate. If National Wireless is requested to provide a copy of a document to a person with a disability, National Wireless will work with the person with the disability to provide the document in an acceptable and appropriate format.

Feedback Process

National Wireless will maintain a feedback process to enable members of the public to comment on the provision of services to persons with disabilities. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback shall be received in any form (i.e. in person, by telephone, in writing, fax or in electronic format including email) and all such feedback will be maintained for reporting purposes. All feedback will be kept in strict confidence and used to improve customer service. A response to feedback is not mandatory, however depending on the situation, it may be appropriate to respond to the member of the public. Should a response be deemed appropriate and should the member of the public have chosen to supply his or her contact information, he or she will be provided with a response.

Feedback may be provided in electronic format to the following address: vdixon@natcel.com