

eSeeLYNX Communication Ltd Feedback Process

As an Internet Service Provider company, eSeeLYNX understands that providing equal access to products, services, and environments is integral and accessible to all our customers. We have committed to improving our service, website content accessibility and usability to ensure equitable access to our sites and provide a better environment for our services. We are also committed to the principles set out in the Accessible Canada Act (ACA). We strive for building a welcoming workplace for everyone to thrive and contribute regardless their abilities. We respect every individual and strive to create a barrier-free environment to ensure everyone have an equitable access to our facilities and services.

Communication Channel of Feedback

Mail

eSeeLYNX Communication Ltd.
Unit 2190, 4151 Hazelbridge Way
Aberdeen Centre
Richmond, BC, Canada V6X 4J7

Telephone

Call 1-604-638-1818. Ex 1102 from Monday to Friday, 9a.m. to noon and from 1p.m. to 6 p.m. (PST)

Email

accessibility@eseelynx.com

Online webform

[Accessibility Feedback Form](#)

Anonymous Feedback

Individuals providing feedback can provide personal information and contact information, but they do not have to. If you wish to submit feedback anonymously, the online web-form may be the best method to do so. That way we will not see any of your contact information, such as a phone number or email address.

Acknowledgement of Feedback

Automatic acknowledgement of receipt will be sent for feedback received by email and web-form. Feedback provided through telephone direct interaction with an eSeeLYNX employee and therefore the

employee will acknowledge receipt of the feedback. For feedback received by mail, email and online web-form, if contact information is provided, an acknowledgement letter will be to the address provided by e-mail or mail. eSeeLYNX will review the feedback and take action to resolve the issue in a timely and efficient manner. If necessary and if the feedback provider is willing to be contacted, the representative may contact the feedback provider to gather more details or to provide the assistance needed.

How feedback will be used

Feedback will help the eSeeLYNX continuously develop our service and facilities on accessibility. In the situation that some problems cannot be solved in a near future, the feedback received will help eSeeLYNX to develop its future accessibility plans and it will help us know how we are progressing towards our accessibility goals. Some of the feedbacks and their solutions may be included in our Accessibility Progress Report.

Triage

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

- Employment
- the built environment
- information and communication technologies (ICT)

- communication, other than ICT
- the procurement of goods, services and facilities
- the design and delivery of programs and services; and
- transportation

eSeeLYNX will arrange an employee to be responsible to receive all feedback. Our president and designated employees will be responsible for taking actions to identify, remove and prevent barriers under each of the above areas. They will also report on the progress on the Accessibility Progress Report.

Retention

All feedback received will be converted into a suitable digital format and will be stored in the eSeeLYNX's document management system. eSeeLYNX will organize and keep the feedback copies for at least 7 years from the day we receive it.

Alternative Formats

You can request an alternative format of this feedback process description in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology by sending an email to accessibility@eseelynx.com.