



Sunwire Inc.
Accessibility Progress Report – 2025

Introduction

This Accessibility Progress Report outlines the progress Sunwire Inc. has made toward identifying, removing, and preventing barriers to accessibility since the publication of its 2024-2027 Accessibility Plan. Sunwire remains committed to fostering an inclusive and accessible environment for employees, customers, partners, and members of the public.

1. General

Sunwire welcomes ongoing feedback regarding accessibility and remains committed to reviewing feedback and improving accessibility wherever possible.

Accessibility Contact Information

Derrick Chartrand, Accessibility Officer

Email: accessibility@sunwire.ca

Telephone: 1-833-727-6777

Mail:

Sunwire Inc.

850 Barrydowne Road, Suite 100

Sudbury, Ontario P3A 3T7

Alternative Formats

Sunwire's Accessibility Plan, Progress Reports, and feedback process descriptions are available in alternative formats upon request, including print, large print, Braille, audio, and accessible electronic formats.

2. Areas Described Under the Accessible Canada Act

2.1 Employment

Sunwire continues to support inclusive hiring and employment practices. Accessibility and accommodation language remains included in employment postings, and accommodation requests continue to be reviewed and supported where appropriate. Sunwire also continues to review employment-related processes and documentation to help ensure accessibility considerations remain part of the employee experience.

2.2 The Built Environment

Sunwire continues to monitor and identify accessibility barriers within its office environment and workspaces. Hybrid and remote work options continue to support accessibility and flexibility for employees where operationally appropriate. Accessibility considerations continue to be reviewed as improvements are made within office environments.

2.3 Information and Communication Technologies (ICT)

Sunwire continues to review its digital platforms and communication tools with accessibility considerations in mind. The company remains committed to improving the accessibility of customer-facing communications and digital experiences wherever practical.

2.4 Communication, Other Than ICT

Sunwire continues to provide accessible communication options to customers and the public. Paper billing options remain available at no additional charge for customers who prefer non-digital communications. The company also continues to review customer-facing documentation and communications for clarity and accessibility.

2.5 The Procurement of Goods, Services, and Facilities

Sunwire continues to consider accessibility when evaluating and procuring goods, services, and technologies where feasible and appropriate. Accessibility considerations remain part of ongoing operational and purchasing discussions.

2.6 The Design and Delivery of Programs and Services

Sunwire continues to support accessibility features within its services where applicable. Sunwire also continues to review opportunities to improve accessibility within its services and customer experience.

2.7 Transportation

Transportation is not applicable to Sunwire, as the company does not provide transportation services.

3. Consultation

Sunwire recognizes the importance of consultation with persons with disabilities. During this reporting period, accessibility considerations continued to be reviewed through ongoing feedback opportunities, internal discussions, and customer interactions. Feedback and accessibility considerations continue to inform Sunwire's approach to improving accessibility and reducing barriers.

4. Feedback

Sunwire continues to encourage accessibility-related feedback from employees, customers, and the public through the channels identified in its Accessibility Plan. During this reporting period, Sunwire did not receive significant formal accessibility complaints. Feedback opportunities remain available and any accessibility-related concerns received are reviewed and considered as part of ongoing improvement efforts.

5. Conclusion

Sunwire remains committed to identifying, removing, and preventing barriers to accessibility. The company will continue to review its policies, services, communications, and operations to support accessibility and inclusion for employees, customers, and the public.

In accordance with the Accessible Canada Act and the CRTC Accessibility Reporting Regulations, Sunwire will continue to publish accessibility progress reports and updated accessibility plans as required.