**Accessible Customer Service Feedback Form (AODA)**

Thank you for visiting Commport Communications International, inc.. We value our customers and welcome feedback on the accessibility of our goods, services, and facilities. Accessible formats and communication supports are available upon request to enable all customers to provide feedback in a manner that meets their needs. To request an alternate format or support, please contact Human Resources via email at [humanresources@commport.com](mailto:humanresources@commport.com) or by phone at 905-727-6782 ext. #2254.

If negative feedback or a complaint is received, the company takes all reasonable measures to resolve the issue to prevent future occurrences. Where the customer’s contact information has been provided, the company will respond to the complainant within five (5) business days to inform them of the measures that have been or will be taken.

Thank you for your feedback! You can find additional information about our accessibility practices in our Accessibility Policy, available on our website at [www.commport.com](http://www.commport.com).

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Were you satisfied with the accessibility of our service, goods, and facilities?

Yes

No

Somewhat

Why or why not?

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Did you experience any barriers to accessing our goods, services, or facilities?

Yes

No

Somewhat

If yes or somewhat, please explain.

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Do you have any recommendations to make accessing our goods, services, or facilities easier for people with disabilities?

Yes  No

If yes, please explain.

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Are you satisfied with the accessibility of our feedback process?

Yes

No

Somewhat

Why or why not?

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Did you experience any barriers to providing feedback?

Yes

No

Somewhat

If yes or somewhat, please explain.

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Additional comments

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**Customer Contact Information**

Customers are invited to provide their contact information so that Commport Communications International, inc. can follow up with them regarding their feedback. This is entirely optional. If a customer chooses to provide their contact information, it will be used for the sole purpose of responding to their feedback.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred contact method:  E-mail    Phone    Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact information:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**You may submit your feedback by any of the following methods:**

**Online:** By clicking the submit button at the end of the online form

**Email:** By emailing the feedback form as an attachment to [humanresources@commport.com](mailto:humanresources@commport.com)

**Standard Mail:** By printing the feedback form and mailing to the following address:

Attention: Human Resources

**Commport Communications International, inc.**

155 Engelhard Drive

Aurora, ON L4G 3V1

**In person:** By visiting Commport Communications Head Office at the above address and dropping off the feedback form at the front reception area. If required, a hard copy of the form is available at the front reception area.

Thank you,

**Commport Communications International, inc.**

Management