

Accessibility at PhoneBox

Our Commitment

PhoneBox is committed to providing accessible, inclusive, and equitable telecommunications services for all customers.

We strive to ensure that customers with disabilities can access our services, support, information, and communications in a manner that respects their dignity, independence, and individual needs.

If you require accommodation or assistance, we encourage you to contact us. We will work with you to identify reasonable accommodations whenever possible.

Accessibility Support

If you require accessibility-related assistance, alternative formats, or accommodations, please contact us:

Accessibility Support Team

Email:
accessibility@gophonebox.com

Customer Support:
services@gophonebox.com

Website:
www.phoneboxmobile.ca

We will make reasonable efforts to respond to accessibility-related requests as quickly as possible.

Alternative Format Documents

Upon request and at no charge, PhoneBox can provide certain customer documents in alternative accessible formats where reasonably available.

Documents that may be requested include:

Wireless Service Agreement
Critical Information Summary (CIS)
Terms of Service
Privacy Policy

Acceptable Use Policy
Wireless Code Rights Information
Billing and Account Information

Available formats may include:

Accessible PDF
Screen-reader compatible electronic format
Large-print format
Email format

To request an alternative format, please contact our Accessibility Support Team.

Trial Period Rights for Customers with Disabilities

Under the CRTC Wireless Code, customers with disabilities may be entitled to an extended trial period when activating a new wireless service.

Eligible customers may:

Cancel service within 30 calendar days of activation; and
Use up to 100% of the monthly usage allowance during the trial period.

To discuss eligibility or request accommodation, please contact us before or during your trial period.

Accessible Customer Support

PhoneBox is committed to providing customer support that is accessible and responsive.

Customers may contact us through multiple communication channels, including:

Email
Online support portal
Live chat (where available)
Telephone support

If a particular communication method presents a barrier, please let us know and we will work with you to identify a suitable alternative.

Website Accessibility

PhoneBox continuously works to improve the accessibility of its websites and online services.

Our goal is to make our digital services easier to use for all customers, including those using:

- Screen readers
- Keyboard navigation
- Magnification software
- Voice recognition software
- Other assistive technologies

We welcome feedback regarding accessibility issues you may encounter while using our websites or self-service platforms.

Self-Serve Accessibility

We are committed to improving the accessibility of our customer self-service tools.

Where reasonably possible, we aim to ensure that customers can independently access:

- Account information
- Billing information
- Usage information
- Plan details
- Support resources
- Service requests

through accessible digital channels.

Accessibility Feedback

We welcome feedback regarding the accessibility of our services, websites, communications, and customer support.

You may submit feedback by contacting:

Email:
accessibility@gophonebox.com

Please include:

- A description of the accessibility issue;
- The service, webpage, or document involved; and
- Any suggested accommodation or alternative format requested.

Your feedback helps us improve accessibility for all customers.

Complaint Resolution

If you are dissatisfied with the handling of an accessibility-related concern, you may request escalation through PhoneBox's complaint resolution process.

Step 1 – Customer Support

Contact PhoneBox Customer Support.

Step 2 – Management Review

Request escalation to a supervisor or manager.

Step 3 – Commissioner for Complaints for Telecom-Television Services (CCTS)

If your concern remains unresolved, you may contact the Commissioner for Complaints for Telecom-Television Services (CCTS).

Website:

www.ccts-cprst.ca

Phone:

1-888-221-1687

TTY:

1-877-782-2384

The CCTS is an independent organization that assists consumers in resolving telecommunications service complaints.

Ongoing Improvement

PhoneBox is committed to continuously improving accessibility across our products, services, websites, and customer support operations.

We regularly review customer feedback and evolving industry standards to help ensure that our services remain accessible and inclusive for all customers.