



Resource Software International Ltd. (RSI)

Accessibility Standard for Customer Service

Resource Software International Ltd. (RSI) is internationally recognized as a leading provider of a complete line of total unified communications management solutions (TUCMS) for every enterprise. Our products and services are delivered globally through our domestic and international partnerships.

RSI is committed to creating an accessible organization by removing barriers for people with functional limitations and disabilities. This includes our employees, partners and customers of our products and services.



Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Resource Software International Ltd. (RSI) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we can leverage to offer our customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals recognized by the Province of Ontario. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

People with disabilities should reasonably enjoy the same privileges as able bodied persons accessing our services. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. .

In the unlikely event where our service require an incremental fee to discharge to our disabled customers, a notification will be posted on our website at

www.telecost.com/accessibility.htm

Accessible Customer Service Plan continued

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities RSI will notify customers promptly on our website. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services and facilities include access to our building, elevator, hallways and our workplace public areas.

A notice of temporary disruption will be posted on our website at www.telecost.com/accessibility.htm.

Training

RSI will provide accessible customer service training to employees and publish our policies and practices on our public website. Special training will also be provided to our management personnel involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Potential staff will be informed and provided with our RSI Accessible Customer Service Plan and asked to review and accept its contents as a condition of employment.

Accessible Customer Service Plan continued

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- The RSI Accessibility Customer Service Plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing RSI's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way RSI provides goods and services to people with disabilities can provide feedback in the following way(s):

In Writing:

Resource Software International Ltd. (RSI)
Attention: Accessibility Officer
40 King Street West, Suite 300
Oshawa, Ontario.

Via Phone: 905-576-4575

Via Fax: 905 576-4705

Via Email: rsi@telecost.com

All feedback, including complaints, will be read and acknowledged by the RSI Accessibility Officer within 7 days. RSI will consider constructive criticism to help review and strengthen our policies, better our training and increase our efficiency in delivering our goods and services to everyone of all abilities.

Accessible Customer Service Plan continued

Notice of availability

RSI will notify the public that our documents related to accessible customer service, are available upon request by posting a notice on our twitter feed, facebook page and our website. The document can be found here: www.telecost.com/accessibility.htm.

Modifications to this or other policies

Any policy, practice or procedure of RSI that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will to the best of our abilities will be modified or removed.