



Xplore Accessibility Plan 2026–2028

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General

Introduction

Xplore is Canada’s Fibre, 5G, and satellite broadband solution for rural living. Founded in Woodstock, New Brunswick, the Xplore group of companies (including Xplore Inc. and Xplore Fibre L.P., together “Xplore”) has become Canada’s leading rural facilities-based telecommunications provider for residential and business customers. Xplore is committed to the relentless pursuit of an improved broadband experience for Canadians in rural and remote communities.

At Xplore, we are a customer-first organization. We continually strive to improve the customer experience for all Canadians. To ensure all of our customers enjoy the same quality of service, Xplore seeks to fulfill the individual needs of people living with disabilities.

We further recognize that diversity in the workplace is essential to the success of connecting Canadians to what matters most. This has been woven into our values and core belief that integrity, trust, diversity, and inclusion are essential to our success. We are committed to promoting a workplace where a person from any walk of life can bring their full self to the workplace and succeed.

This Accessibility Plan has been prepared in accordance with the requirements of the *Accessible Canada Act* (“ACA”, S.C. 2019, c. 10) and its regulations. The contents of this Plan apply equally to the operations of Xplore Inc. and Xplore Fibre L.P.

Accessibility Center

At Xplore, we are committed to ensuring our services are accessible to all of our customers. For customers requiring accessible methods of contact, to request documentation in alternate formats, or for information on our Accessibility Policy, please use one of the following options:

Email:	accessible@xplore.ca
Telephone:	1-866-841-6001
Mailing Address:	Manager, Human Resources 625 Cochrane Drive - Suite 1000 Markham, ON L3R 9R9
Web to Case	Using MyXplore, please access our “Web to Case” feature located under the “Cases” tab . If you don’t have your MyXplore login information, please contact us by email or phone relay service for assistance.

The following alternative formats are available upon request:

- Print

- Large Print
- Braille
- Other electronic formats that are compatible with adaptive technologies

Xplore has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities. For more information about the feedback process for accessibility at Xplore, please visit our [Accessibility Center Webpage](#).

This report, along with future progress reports, can be found on Xplore’s website; please visit our [Corporate Policies](#) page.

Executive Summary

Xplore is a customer-first organization, built on care, collaboration, and a pursuit to provide an exceptional online experience for all Canadians. We are committed to providing an inclusive and equal experience for all of our customers and employees, including those who identify as persons with disabilities.

The Government of Canada has set a goal for Canada to be barrier-free by 2040. Developing our Accessibility Plan is how we start taking steps toward that goal as an organization. In our first reporting cycle, from 2023 to 2025, Xplore made strides towards achieving our accessibility goals. This plan renews our commitment to improving accessibility across our organization, by outlining barriers we identified, the actions we will take to address them, and how we plan to prevent new potential barriers. It also includes some of the accessibility initiatives we have already been working on.

To help create this plan, we consulted with persons with disabilities and disability advocate groups to understand the accessibility concerns with the telecommunications industry prevailing today. We have listened to these concerns and have taken their proposed solutions into account. We will continue to engage with persons with disabilities on an ongoing basis as we continue to implement and refine our plan.

In this plan, we continue to build on the momentum of our last planning cycle. Going forward, we will continue to review our plan annually, publish yearly progress reports, and adhere to related government regulations.

This Accessibility Plan is current to the date this plan was published; it may change in accordance with ACA and other applicable laws, in order to reflect the evolving accessibility needs of our employees and customers as well to reflect our evolving business.

Accessibility Commitment and Principles

Accessibility Statement

Xplore is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to

meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements.

Principles of the Accessible Canada Act

In 2019, the Government of Canada adopted the *Accessible Canada Act*, recognizing that barriers to accessibility can impact all persons in Canada, in particular those with disabilities and their families, and can prevent persons with disabilities from achieving their full and equal participation in society. In working towards creating a barrier-free environment for all Canada, the legislation recognizes seven key principles:

- All persons must be treated with dignity;
- All persons must have equal opportunity to lead the lives that they are able and wish to have;
- All persons must be able to participate fully and equally in society;
- All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- Laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments, and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- Developing and revising accessibility standards and regulations must be done with the goal of achieving the highest level of accessibility for persons with disabilities.

In preparing this Accessibility Plan, Xplore has carefully considered each of these principles.

Consultations

Our consultation approach focused on identifying accessibility barriers experienced by persons living with many different types of disabilities. In developing this plan, we actively sought out external resource documents made available by disability advocates, accessibility groups, and governmental and non-governmental institutions.

CTA Consultations. Working with the Canadian Telecommunications Association (CTA, formerly CWTA), we also engaged directly with persons with disabilities and organizations working within the disability community in Canada. Consultations were held on two dates,

with seven¹ registered participants for the October 16th session, and 13² registered participants for the October 21st session.

In addition, participants were also able to provide feedback using other mechanisms if they were unable to participate a consultation session or where additional insight was necessary.

CTA held a follow-up meeting with WSPs to allow for discussions concerning what was learned during the sessions, and to capture feedback concerning the meeting format and structure. Additional meetings are planned to prepare for the 2026 consultations.

We will continue to work with these groups through the CTA to improve our Accessibility Plan and hear how we can do better.

Diversity and Inclusion Committee. Xplore’s Diversity and Inclusion committee, established in 2023, actively addresses concerns relating to accessibility in our organization. We reviewed internal feedback provided to our Diversity and Inclusion Committee over the course of the year and have taken this feedback into account as we implement our Accessibility Plan.

Priority Areas

1. Employment

Xplore is committed to a fair and accessible employment environment that embraces diversity, equity, and inclusion. Removing employment barriers ensures that all current and prospective employees have the same employment opportunities.

Identified Barriers:

- Existing internal systems have limits in their ability to host accessible content.

Actions and Timelines:

Quick Wins: Establish service standards for responding to and tracking accommodation requests.

¹ Accessibility group participants included: Canada Deaf Grassroots Movement, Canadian Association of the Deaf, CAYA-Communication Assistance for Youth & Adults, Deaf Wireless Canada Committee, Deaf-Blind Planning Committee, Newfoundland and Labrador Association of the Deaf Diane Ontario Association of the Deaf.

² Accessibility group participants included: Alliance for Equality of Blind Canadians, ALS Society of Canada, Autism Canada, Brain Injury Canada, Canadian Council of the Blind, Canadian Hard of Hearing Association, CNIB, Confédération des organismes de personnes handicapées du Québec, March of Dimes Canada, and Regroupement des aveugles et amblyopes du Québec. While registered, the following group was unable to participate in the session: Confédération des organismes de personnes handicapées du Québec, Independent Living Canada, Réseau québécois pour l’inclusion sociale des personnes sourdes et malentendantes.

Short Term: Identify priority roles and define essential and accommodatable job requirements.

Short Term: Develop centralized internal resources and publish employee-facing information on workplace accommodations.

Medium Term: Finalize and implement a formal workplace accommodations policy.

Medium Term: Standardize accessible recruitment, interviewing, and onboarding processes and provide supporting training.

Medium Term: Launch and evaluate targeted accessibility training for leaders to improve workplace accessibility conversations.

Long Term: Embed accessibility into the full talent lifecycle with annual review and strengthened “accessibility by default” accommodations.

Long Term: Formalize benchmarking and partnerships to align with emerging employment accessibility standards.

Ongoing: Consult with employees and medical professionals on an ongoing basis to ensure accommodation best practices are followed.

Ongoing: Communicate regularly with employees about accessibility initiatives to promote a diverse and inclusive workplace.

Ongoing: Drive continuous improvement in workplace accessibility using data and employee feedback.

2. The Built Environment

Xplore is dedicated to creating an accessible environment for all in our corporate offices. Xplore works with a dealership network who sell Xplore’s services at retail locations across the country.

Barriers:

- Certain site accessibility gaps remain. Accessibility assessments have occurred unevenly across our offices.
- Remediation of accessibility barriers lags due to leases, landlords, and capital planning.

Actions and Timelines:

Quick Wins: Complete accessibility assessments for all locations and establish governance structures for ongoing assessment approvals and coordination.

Short Term: Establish barrier tracking systems with prioritization and ownership, and confirm seasonal maintenance controls for accessible routes.

Short Term: Designate quiet areas in offices and communicate usage guidance to employees.

Medium Term: Implement physical accessibility improvements to offices including door contrast, tactile indicators, grab bars, wayfinding signage, and washroom retrofits.

Medium Term: Establish recurring facility accessibility review processes and pilot sensory-friendly improvements.

Long Term: Complete multi-site accessibility projects aligned to lease renewals and embed accessibility requirements into space standards and fit-up guides.

Long Term: Strengthen emergency preparedness for diverse needs.

Long Term: Sustain accessibility improvements through ongoing maintenance standards, feedback-driven continuous improvement, and measurement of facilities accessibility metrics.

3. Information and Communication Technologies (ICT)

Xplore recognizes the importance of digital accessibility for our employees and customers. Xplore's website is designed with the Web Content Accessibility Guidelines ("WCAG") 2.0 in mind.

Identified Barriers:

- Standards and testing not embedded (no consistent "definition of done"; tooling/testing enablement is uneven).
- Legacy/vendor defects drive backlog and require stronger vendor accountability and repeatable QA.

Actions and Timelines:

Quick Wins: Audit and document the current state of WCAG 2.1 AA compliance across web properties, identify gaps, and determine remediation paths.

Quick Wins: Formalize procedures for baseline accessible content standards including alt-text, captions, transcripts, and plain language.

Quick Wins: Actively promote existing accessible service channels to customers.

Quick Wins: Introduce accessibility assessments into the procurement process for new programs, apps, and services.

Short Term: Scope and procure accessibility remediation services, aligned with existing redesign plans.

Short Term: Improve the technical accessibility of existing customer service channels.

Short Term: Further embed accessibility requirements into vendor RFPs, contracts, and platform assessments.

Short Term: Build internal accessibility competency through role-based training across relevant business functions.

Medium Term: Implement WCAG 2.1 AA remediation across primary web properties based on audit findings.

Medium Term: Expand simultaneous delivery of time-sensitive and emergency communications in accessible formats.

Medium Term: Enhance two-way communication capabilities for customers who are deaf or hard of hearing.

Medium Term: Improve the accessibility of self-service platforms and track accessibility metrics.

Long Term: Expand the organization's accessible media strategy across advertising, training platforms, and alternative formats.

Long Term: Assess and implement advanced accessible communication services such as sign-language support across all platforms.

Long Term: Implement recurring ICT accessibility reviews and vendor re-certification processes.

Ongoing: Extend WCAG 2.1 AA remediation to all remaining web properties and third-party vendor sites on a continuous basis.

4. The Procurement of Goods, Services and Facilities

Xplore acknowledges that accessibility is critical in all aspects of its business, including in the procurement of goods and services. Xplore will undertake to promote accessibility with all our suppliers.

Identified Barriers:

- Current procurement practices may not consistently meet accessibility requirements.

Actions and Timelines:

Quick Wins: Become a member of The Inclusive Workplace and Supply Council of Canada (IWSCC). The IWSCC is a not-for-profit Supplier Diversity Council. IWSCC exists to make Canada's supply chains more inclusive by certifying and promoting Disabled-owned and Veteran-owned businesses.

Short Term: Formalize accessibility requirements when launching new products.

Short Term: Review current accessibility standards for existing locations.

Medium Term: Review existing internal and external facing procurement tools and documents for accessibility compliance.

Medium Term: Define accessibility standards for new facilities.

Long Term: Ensure accessibility requirements are consistently applied across all procurement activities, with suppliers meeting defined standards and performance monitored on an ongoing basis.

Long Term: Share accessibility standards with realtors and ensure new facilities meet the defined standards.

5. The Design and Delivery of Programs and Services

Xplore endeavours to ensure the design and delivery of our programs and services are accessible to all Xplore customers and give them meaningful ways to engage with our customer service and care teams

Identified Barriers:

- Customer journeys lack accessible options with limited alternatives when barriers arise.
- The feedback-to-fix loop can be improved to better capture identified accessibility needs, and measure response.

Actions and Timelines:

Quick Wins: Publish customer-facing accessibility support information, ensure multi-channel choice for key journeys, and standardize escalation paths for accessibility barriers.

Quick Wins: Define accessible service principles and refresh frontline tools to support plain language, patience, and awareness of augmentative and alternative communication.

Short Term: Create accessible service design checklists and implement repeatable processes for producing accessible documents and forms.

Short Term: Expand role-based accessibility training for customer-facing teams and identify top customer journeys for barrier mapping and prioritization.

Short Term: Establish a formal feedback intake and disposition process with categorization, response timelines, and root-cause tracking.

Medium Term: Embed accessibility review and sign-off into program and service governance for new or changed programs, journeys, and major communications.

Medium Term: Implement customer accessibility needs capture in CRM systems and expand multi-format delivery for complex or high-volume processes.

Medium Term: Pilot targeted accessibility fixes for priority service experiences and introduce service accessibility metrics.

Long Term: Move priority customer journeys to accessible-by-default design and establish recurring consultation cycles with persons with disabilities to test and validate changes.

Long Term: Institutionalize annual standards refresh and sustain a continuous improvement loop driven by feedback and metrics.

Long Term: Extend accessibility expectations to vendors/partners delivering outsourced service components.

6. Communication, Other Than ICT

Xplore is a customer-first organization, and communication with our customers and the public is a key part of our success. Communication (other than ICT) includes how we interact with customers in our retail stores as well as how we communicate through our customer care and support teams.

Identified Barriers:

- Frontline agent readiness for accessibility-related questions and accommodations must continue to be improved.
- Standardization of accessible communication guidelines needed.

Actions and Timelines:

Quick Wins: Publish plain language and accessible communications standards, standardize captions and transcripts requirements, and provide ongoing training regarding accessible content basics for social media.

Quick Wins: Promote accessible contact channels through frontline scripts and launch a simple process for customers to request accessible formats.

Short Term: Implement repeatable workflows for producing accessible non-web documents.

Short Term: Expand employee training on communication disabilities and alternative communication needs.

Short Term: Define accessible standards for emergency and disruption communications and add alternatives to single-pathway service journeys.

Medium Term: Implement CRM flagging for customer accessibility communication needs and expand multi-format delivery across key processes.

Medium Term: Improve automated and phone-based processes to support alternative communication methods, conduct communication-barriers surveys, and engage vendor support for audits and consultation.

Long Term: Advance Video Relay Service and sign-language-capable support models based on feasibility.

Long Term: Establish governance and metrics for accessible communications, institutionalize annual review cycles, and shift to proactive "same information, same time" delivery.

Appendices

Glossary

Accessibility

Accessibility refers to how services, technology, locations, devices, environments, and products are designed with persons with disabilities in mind. Accessibility means giving people of all abilities equal opportunities to take part in life activities. The term implies conscious planning and effort to make sure something is barrier-free for persons with disabilities. Accessibility benefits everyone.

Barrier

According to the ACA, a barrier is "anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation."

Disability

According to the ACA, disability is “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

Regulatory Conditions

As required by section 51(1) of the ACA, below are the CRTC Decisions and Orders that relate to the removal and prevention of accessibility barriers and that Xplore is subject to:

Order/Decision No.	Title	Relevant Passages
CRTC 1998-626	Alternative format billing and paper billing on request and at no charge	Full Order
CRTC 2002-13	Extending the availability of alternative formats to consumers who are blind	Full Decision
CRTC 2001-690	Alternative formats for a person who is blind	Full Order
CRTC 2022-28	When and how communications service providers must provide paper bills	Full Decision
CRTC 2009-430	Accessibility of telecommunications and broadcasting services	Full Regulatory Policy
CRTC 2014-187	Video Relay Services	Full Regulatory Policy
CRTC 2017-200	Review of the Wireless Code	Subsections B.1, C.1, G.4, A.1, and paras 382-383
CRTC 2019-269	The Internet Code	Subsections A.1, B.4, C.1, G.2, 2, and para 468
CRTC 2016-496	Modern telecommunications services – The path forward for Canada’s digital economy	Para 217
CRTC 2010-132	Dialing Plan Changes in Accessible Formats	Para 21
CRTC 2022-234	Introducing 9-8-8 for mental health crisis and suicide prevention services	Para 142