

Description of kini mobile Accessibility Feedback Process

Accessibility Feedback Process

kini mobile has established the following feedback process in accordance with the Accessible Canada Act. This process enables members of the public to provide input on the development of kini mobile's initial accessibility plan and to report any accessibility barriers encountered when accessing the kini mobile website or when ordering, installing, or using kini mobile services. The publication of this Feedback Process meets, and will continue to meet, the Web Content Accessibility Guidelines (WCAG) Level AA format requirements.

The feedback process consists of the following elements:

Feedback may be provided by contacting Manager for Accessibility, using any one of the following methods:

- a) by telephone at 1-437-363-6636

Hours of Operation:

Monday-Friday: 9am – 9pm EST

Saturday & Sunday: 10am – 8pm EST

- b) by sending an email to accessibility@kinimobile.com;
- c) by mail to 125 Commerce Valley Dr W, Suite 802, Thornhill, ON, L3T 7W4.

Feedback may be provided anonymously.

Any feedback received will be acknowledged by kini mobile, except for feedback that is provided anonymously.

*Alternative Formats

This description of kini mobile's feedback process can be made available in print, large print, braille, audio format, electronic format or any other format that we made agree to provide. To obtain the feedback description, please send your request to accessibility@kinimobile.com.