

**Easton Telecom Services, LLC**  
**Feedback Process Description**  
**June 1, 2025**

Pursuant to Accessible Canada Act (“Act”) [Subsections 25 and 26](#), of the Canadian Radio- television and Telecommunications Commission Accessibility Reporting Regulations (“Regulations”), Feedback Process and publication, and [Subsection 52\(1\) of the Accessible Canada Act \(the “Act”\)](#), Feedback, this Feedback Process Description, describes Easton Telecom Services, LLC’s (“Easton” or “Company”) process for receiving and acting on feedback regarding,

- (a) the manner in which Easton is implementing its accessibility plan; and
- (b) the barriers encountered by persons that deal with Easton.

to ensure that any individuals with a disability, as defined in the Act (“Individuals”), who are employed by a commercial Easton subscriber, may freely communicate with Easton employees regarding Easton’s provision of service to the Individual’s employer or a subscriber otherwise represented by the Individual. The most recent version of this Feedback Process Description is posted at Easton’s publicly accessible website: <http://www.eastontelecom.com/customer-resources>.

**Feedback Process Description – Accessibility Plan Implementation.** Easton provides communications and other services to commercial subscribers under contract. Easton does not serve residential subscribers. Easton readily adopts the Act’s established Principles for ensuring that Individuals have ready communications access to Easton regarding the Company’s services.

Easton relies on its commercial subscribers to make communications accessibility available to their employees, contracted individuals and to its agents, consistent with Easton’s accommodations for its own disabled employees, contracted individuals, and agents.

If Easton should be contacted by an Individual who does not otherwise have access to an employer commercial subscriber that has made communications accommodations for the individual, Easton will direct the Individual to a designated Easton employee who communicates in American Sign Language for the Deaf and/or in Braille for the Blind and Deaf. In an instance where a designated Easton employee may be unable to communicate with the Individual in the Individual’s primary form of communications, Easton will engage an outside vendor to communicate with the Individual in the Individual’s primary form of communication and translate communications or documentation to meet the Individual’s needs, at no charge.

**The Feedback Process Description – Barriers to Communications.** Easton has never encountered an instance of a communications barrier to Individuals. Easton complies with the [Americans with Disabilities Act](#), where applicable. To comply with the Act’s Feedback and Accessibility Plan requirements, and specifically with Act Section 52(5), Manner of Consultation, Easton intends to engage a qualified disability rights individual or qualified individuals to address how its communications processes may be enhanced to be more accommodating of those with communications disabilities and will act in accordance with such guidance.

**Feedback Process Description and Accessibility Plan Availability.** Pursuant to Act Subsection 51(2), 52(7), and 57(2) and Regulation Section 26, Easton has posted its Feedback Process Description and Accessibility Plan at its publicly accessible website: <http://www.eastontelecom.com/customer-resources>. Easton will provide a copy of its Feedback Process Description and Accessibility Plan to any member of the public upon request.

**Feedback Process.** Pursuant to Regulation Section 25, feedback may be provided by contacting the

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Feedback Contact telephonically, via email, or via Easton's website: <http://www.eastontelecom.com/contact-us>. Feedback may be provided anonymously. All feedback will be acknowledged using provided contact information. All feedback will be treated as confidential, subject to the [Personal Information Protection and Electronic Documents Act](#) and the [Privacy Act](#).

**Progress Reports.** Pursuant to Subsections 53 ,54(1), 58, Easton will provide progress reports to the CRTC as conditions change, or otherwise upon request.

**CRTC Notification of Amendments.** Easton will inform the CRTC of amendments to its Feedback Process Description.

**Contact.** Pursuant to Regulation Section 25(3), Easton has designated the following individual as the contact for issues related to Act compliance:

Robert E. Mocas  
President  
Easton Telecom Services, LLC  
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