

# Accessible Canada Act – Progress Report 2025

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**Smart IP Inc.**  
**June 2024 to June 2025**

## 1. General Information

Organization Name: Smart IP Inc.

Contact Information for Accessibility Feedback:

<https://www.smartip.ca/accessibility-feedback-process/>

Or contact:

Contact Person: Lisa Lanni

- Title: Accessibility Officer
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- Mailing Address: Smart IP Inc., 66 Nuggett Court, Brampton, ON, L6T5A9

**Date of Original Accessibility Plan Publication: July 2024**

**Date of This Progress Report: June 2025**

## 2. Executive Summary

Since our last publication, we have monitored our accessibility controls on our public web site, which have produced no issues or complaints to date. We have met internally periodically to review next steps through the year, with an eye to the future to ensure any developments we undertake for the business will be met with acceptance under the ACA. We have continued to monitor our manufacturer's products and how they address or can accommodate ACA guidelines.

The feedback on our efforts has been met with appreciation and acceptance. As a very busy telecom support company for many school boards, we are cognizant of the need for inclusivity that allows participation by all participants.

The general feedback we have received was thanks that we have the accessibility features available on our web site, which has helped those when on the site.

### 3. Consultations with Persons with Disabilities

Where available, we have consulted with our staff on their input with accessibility provisions. The feedback has been positive, and supports our tools and accessibility. Our accessibility features provided on our web site are monitored and structured by our WEB IT support firm on a continual basis.

### 4. Progress by Priority Area

#### a. Built Environment

We remain open to any accommodations required for staff, and at the current time, do not have any requests in front of us for modifications to any barriers or signage.

#### b. Information and Communication Technologies (ICT)

As a telecommunications provider, we are often asked by customer for solutions with hearing assisted devices in telecom. And we have provided same. Our solutions also remain available for any staff as the need arises.

#### c. Communication, Other Than ICT

Many of our manufacturers offer accessibility features which we fully support:

- Customizable Keyboard Shortcuts: Users can personalize keyboard shortcuts for ease of use.
- Global Shortcut Keys: These provide quick access to frequently used functions.
- Text-to-Speech: Users can select a voice and adjust speed and volume for text-to-speech functionality.
- VPATs: Provided VPATs to detail the accessibility features of their products.
- Accessibility Support for Various Platforms: Many solutions are designed to be accessible across various platforms, including SIP desk phones and Workplace Clients.
- Contact Center Accessibility: Contact center solutions are designed to provide accessible communications for a wider range of customers and enable more inclusive hiring practices

#### d. Procurement of Goods, Services, and Facilities

At the current time, we have not identified any inhibiting procurement barriers to accommodation our policies, however, we remain open for any limiting situations.

### 5. Feedback Mechanism

During this time frame, no uninitiated feedback was received. However, upon reaching out internally to our staff and peers, we received approvals for efforts thus far, and remain open to any requests to address any barriers that may present themselves.

Our published feedback process remain in effect and fully functional, and is available at:

<https://www.smartip.ca/accessibility-feedback-process/>

## 6. Barriers Identified

We have not identified or been presented with any barriers that are not currently addressed by the provisions and policies and tools in place.

## 7. Next Steps and Commitments

We plan to continue to monitor communication channels, any feedback we receive, and continue to consult periodically with our stake holders, staff, suppliers and customer base.

We commit to continue to be vigilant to address any barriers presented to our staff or customers.

## 8. Alternate Formats

This progress report is available in alternate formats upon request. To request an alternate format, please contact the following:

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- Title: Accessibility Officer
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