



**1085459 Ontario Ltd o/a Kingston Online Services**

**Accessible Canada Act (ACA) – Progress Report**

**Reporting Period: June 1, 2024 – May 31, 2025**

**Published: March 2026**

This document is the first Accessibility Progress Report for 1085459 Ontario Ltd. carrying on business as Kingston Online Services (KOS) and has been prepared in accordance with the Accessible Canada Act (ACA) and the CRTC Accessibility Reporting Regulations.

This report describes the progress made by KOS during the reporting period toward identifying, removing, and preventing barriers to accessibility as described in KOS's Accessibility Plan.

KOS is a regional telecommunications provider delivering internet and voice services to residential and business customers in Eastern Ontario.

## **General**

KOS is committed to identifying, removing, and preventing barriers to accessibility in its workplace, services, and communications.

## **Accessibility Feedback**

KOS welcomes feedback from employees, customers, and members of the public regarding accessibility and barriers encountered when interacting with KOS.

Feedback may be submitted through the following contact:

Accessibility Contact  
Kingston Online Services

Email: [accessibility@kos.net](mailto:accessibility@kos.net)

Phone: 613-549-8667

Mail: 303 Bagot Street, Suite 16A  
Kingston, ON  
K7K 5W7

Feedback may be submitted anonymously.

KOS will acknowledge receipt of feedback, other than anonymous feedback. Personal information provided through the feedback process will remain confidential and handled in accordance with applicable privacy requirements.

Alternative formats of this progress report, the accessibility plan, and the feedback process description are available upon request.



## **Areas Described Under Section 5 of the Accessible Canada Act**

### **Employment**

KOS continues to support accessible employment practices.

During the reporting period:

- Candidates were made aware that accommodations could be provided during the recruitment process if required.
- Employees were able to raise accommodation needs with management where required.
- Flexible work arrangements and modified duties were considered where appropriate.

KOS will continue reviewing employment practices and addressing accessibility barriers where identified.

### **Built Environment**

KOS operates office and operational facilities used primarily by employees.

During the reporting period:

- Office workspaces and access routes were maintained in a practical and usable manner.
- Work areas could be adjusted where required to accommodate employee accessibility needs.

KOS will continue to consider accessibility when modifying or relocating facilities.

### **Information and Communication Technologies (ICT)**

KOS uses digital technologies to support internal operations and customer service.

During the reporting period:

- KOS reviewed the accessibility of customer-facing information available on its website.
- Customer support remained available through accessible communication channels including phone and email.
- Internal workplace systems continued to support commonly available accessibility features.

KOS will continue to consider accessibility when updating digital tools and online information.



### **Communication, Other Than ICT**

KOS communicates with customers and employees through phone, email, and written communications.

During the reporting period:

- Customer communications continued to be written in clear and practical language.
- Customer service staff remained available to assist customers who may require additional support accessing information or services.

Alternative formats of information can be provided upon request where feasible.

### **Procurement of Goods, Services and Facilities**

KOS considers accessibility where practical when procuring goods, services, and facilities.

During the reporting period, accessibility considerations were included where appropriate when evaluating new technologies and systems.

KOS will continue to consider accessibility in procurement decisions where feasible.

### **Design and Delivery of Programs and Services**

KOS provides telecommunications services including internet access and voice services.

During the reporting period:

- Customer service representatives were available to assist customers who may require additional support.
- Field technicians worked with customers to ensure equipment placement was practical and usable where accessibility needs were identified.

KOS will continue reviewing service delivery practices to reduce accessibility barriers where possible.

### **Transportation**

The transportation provisions of the Accessible Canada Act do not apply to KOS, as KOS does not provide transportation services.



### **Consultations**

KOS recognizes the importance of feedback from persons with disabilities in identifying and addressing accessibility barriers.

During the reporting period, KOS considered accessibility-related input received through employee discussions, customer service interactions, and feedback received through regular communication channels.

This input helps inform ongoing accessibility improvements.

### **Feedback Received**

KOS did not receive any formal accessibility complaints during the reporting period.

Any accessibility-related feedback received through general customer service interactions was reviewed and considered as part of ongoing operational improvements.

### **Conclusion**

KOS remains committed to identifying, removing, and preventing barriers to accessibility.

As a regional telecommunications provider, KOS will continue to take practical steps to improve accessibility for employees, customers, and members of the public in accordance with the Accessible Canada Act.