

# Prime Communications Services Ltd - Accessibility Plan

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Prime Communications Services Ltd  
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## 1. General

Organization: Prime Communications Services Ltd  
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### Summary:

We are committed to identifying, removing, and preventing barriers to accessibility in our business. This plan outlines our current practices and actions based on the Accessible Canada Act (ACA) and CRTC Accessibility Reporting Regulations.

## 2. Employment

Barriers identified:

None currently identified, as we have a small team and flexible accommodations.

### Actions:

- Provide accommodations for employees upon request.
- Ensure job postings and hiring processes are accessible.

## 3. Built Environment

Barriers identified:

None identified at this time.

### Actions:

- Maintain clear pathways and accessible entrances where possible.
- Provide assistance to customers with mobility needs when requested.

## 4. Information & Communication Technologies (ICT)

Barriers identified:

- Some digital documents may not yet be fully accessible.

**Actions:**

- Provide accessible formats (Word, accessible PDF) upon request.
- Ensure website and customer communication follow simple, clear language.

## **5. Communication (Non-ICT)**

**Barriers identified:**

None identified.

**Actions:**

- Provide alternate formats such as large print or simplified text on request.
- Staff will assist customers who require help communicating.

## **6. Procurement**

**Barriers identified:**

No current barriers; purchases are limited and case-by-case.

**Actions:**

- Consider accessibility when purchasing new software, hardware, or customer-facing tools.

## **7. Programs & Services**

**Barriers identified:**

None identified.

**Actions:**

- Provide service accommodations (alternate communication formats, additional support) on request.

## **8. Transportation**

Not applicable to this business.

## **9. Consultations**

As a small business, we consulted informally with:

- Employees
- Customers who identified accessibility needs
- Available public guidance from the Government of Canada

Feedback was generally positive and informed the simple accommodations listed above.

## **10. ACA Principles**

We commit to the Accessible Canada Act principles, including dignity, equal opportunity, barrier-free access, and involving persons with disabilities when updating this plan.