

TELUS Communications Inc.

# Accessibility Plan 2023–2026

2025 Progress Report



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# General

## Introduction

TELUS Communications Inc. (“TELUS”) is a Canadian national telecommunications company. It is a subsidiary of TELUS Corporation. TELUS Communications Inc. offers a range of telecommunications and broadcasting programs and services. This includes internet, home phone, smart home security, mobility, television bundles and online security. TELUS is headquartered in Vancouver, British Columbia.

This Progress Report refers to the 2023-2026 Accessibility Plan (the “Accessibility Plan”), which applies to accessibility within TELUS’ broadcasting and telecommunications services. It also applies to accessibility within TELUS’ other federally-regulated brands and affiliated companies.<sup>1</sup> This Progress Report provides updates on the barriers to accessibility and proposed actions for removing barriers within each of the TELUS entities that were identified in the Accessibility Plan.

## Contact information

TELUS welcomes feedback on this Accessibility Plan. Copies of TELUS’ accessibility plans, progress reports, and feedback processes are also available in alternative formats. To provide feedback or request an alternative format, please contact:

### **Accessibility prime**

Email: [accessible@telus.com](mailto:accessible@telus.com)

Phone: 1-866-558-2273

TELUS Relay Service: Dial 711 to reach a TTY operator

Mail:

TELUS Mobility Client Care  
200 Consilium Place, Suite 1600  
Scarborough, Ontario  
M1H 3J3

The following alternative formats are available upon request:

- Print
- Large print
- Braille
- Other electronic formats that are compatible with adaptive technologies

For more information about the feedback process for accessibility at TELUS, please visit our [Accessibility Feedback Webpage](#).

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<sup>1</sup> TELUS, along with the words “we”, “us”, “our” refer to the TELUS brands as they exist over time, as well as any successor companies as a result of corporate reorganizations or restructurings, to the extent that those companies and brands are subject to the requirements of the ACA (the entities referred together as “TELUS”). Those companies and brands may include TELUS Communications Inc., Koodo Mobile, Public Mobile Inc., and Mascon by TELUS.

# Glossary

## Accessibility

Accessibility refers to how services, technology, locations, devices, environments and products are designed to consider persons with disabilities. In practice, it means providing people of all abilities equal participation opportunities. This entails conscious planning and efforts to reduce and eliminate any barriers that persons with disabilities may face.

## Barrier

As defined in the *Accessible Canada Act* (“ACA”), a barrier is: “anything - including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

## Disability

As defined in the ACA, a disability is: “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

# Areas described under section 5 of the Act

There are seven priority areas described under Section 5 of the ACA:

- Employment
- The built environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

This Progress Report refers to the priority areas for TELUS as well as each TELUS entity that are set out in the 2023-2026 Accessibility Plan. Each priority area section will include:

- Updates concerning the progress made in removing or preventing barriers identified in the 2023-2026 Accessibility Plan
- Updates to timelines for specific actions or goals in the 2023-2026 Accessibility Plan
- Any new barriers identified since the publication of the 2023-2026 Accessibility Plan
- Any long-term plans or activities that may continue beyond the current planning and reporting cycle

# TELUS Communications Inc.

## priority areas

### Employment

The Employment priority area covers an employee's entire experience at TELUS. It starts from the recruitment and onboarding process. It ends when an employee leaves the organization.

#### Progress in removing or preventing identified barriers

- To address barriers regarding the general visibility and understanding of TELUS' accommodation processes, TELUS is enhancing its accommodation-related webpages and documentation. This includes an updated and improved Workplace Accommodation Policy.
- TELUS has created a curated list of accessibility learning resources focused on disability inclusion, accommodations, and accessible design. TELUS hosts these materials on its internal Diversity and Inclusion ("D&I") learning platform and actively promotes them through corporate awareness campaigns.
- The TELUS Abilities Resource Group (the "Abilities TRG") is a cross-company, volunteer group of team members with disabilities and caregivers of persons with disabilities. The Abilities TRG website has been updated to include information about accessibility-related events, activities, resources, and tools.

#### Updates to timelines for identified actions

- TELUS continues to enhance its internal accessibility-related materials and accommodation request processes, including an updated Workplace Accommodation Policy.
- TELUS tracks accommodation-related data, which has been reviewed and discussed to implement process improvements.
- TELUS has designed and proposed a new standard process for candidate accommodation requests, which focuses on the experiences of candidates with disabilities.
- The TELUS D&I team continues to support the Abilities TRG by providing global D&I strategy alignment, advisory support, guidance, collaboration, tools, and resources, as well as through D&I awareness campaigns, and membership drives.
- TELUS has continued to partner with disability advocacy organizations to attract candidates of all abilities to our organization. TELUS has identified primes within the Talent Acquisition ("TA") team to act as key contacts for each TELUS Resource Group, including the Abilities TRG. Their roles are to support hiring activity, share job postings with the TELUS Resource Groups so they can distribute to their networks, and communicate with disability advocacy organizations. These primes also offer support and answer questions from TELUS Resource Groups.
- In February 2025, TELUS published a revamped TELUS D&I website, which highlights TELUS' support for diverse team members, communities, and persons with disabilities.

- In addition to the measures above, TELUS has continued with its efforts to create a diverse and inclusive workplace for persons with disabilities. The Abilities TRG has partnered with products and services teams in the design of inclusive and accessible products and services, and increased awareness and education of abilities-related topics. This includes topics for neurodiverse team members and caregivers.

## The built environment

The Built Environment priority area refers to all TELUS physical spaces under federal jurisdiction. This includes the consideration of accessibility features such as automated door openers, accessible washrooms, lighting, signage, and noise.

### Progress in removing or preventing identified barriers

- TELUS has made further progress in removing physical barriers to its offices. To this end, TELUS office spaces are being audited for accessibility beyond the minimums prescribed by building codes, TELUS has partnered with the Rick Hansen Foundation to assess two buildings, both of which have received certification. TELUS intends to evaluate two more workplaces in 2025.
- TELUS is partnering with an external vendor to incorporate tactile and braille elements into its existing signage standards. This collaboration ensures that TELUS environments are more inclusive and navigable for individuals who are blind or have low vision.
- TELUS is currently working toward having fully automated door openers for the washrooms in each of its facilities.
- The barrier of TELUS not having auditory or visual cues in its offices in the event of an evacuation has been resolved. Administrative and development offices are equipped with comprehensive safety systems, including emergency exits, wayfinding signage, alarm systems, and emergency lighting. Emergency response protocols are supported by strategically placed “In Case of Emergency” cards (“ICE cards”) at workstations, providing clear instructions for evacuation procedures, first aid protocols, threat responses, and medical assistance. Buildings acquired through acquisitions are also subject to a structured implementation plan to ensure alignment with TELUS safety standards.

### Updates to timelines for identified actions

- Three TELUS team members have completed the Rick Hansen Foundation Accessibility Certification™ Fundamentals Training. This course focuses on improving accessibility for people with disabilities within the built environment.
- TELUS partnered with the Rick Hansen Foundation to assess two buildings in 2024: TELUS Harbour Toronto and TELUS House Burnaby-4519. Both of these have received Rick Hansen Foundation Accessibility Certification™. TELUS plans on evaluating two additional sites in 2025 with a view toward further Rick Hansen Foundation Accessibility Certification™: Place TELUS Montreal and TELUS House Ottawa.
- TELUS has identified opportunities to exceed the minimum requirements of the Ontario Building Code to further enhance accessibility within our spaces. To support this, TELUS is partnering with an external vendor to incorporate tactile and braille elements into existing signage standards.
- TELUS is continuing discussions with property owners where TELUS leases space to include accessibility upgrades in its lease agreements.

- TELUS' administrative and development offices are equipped with comprehensive and accessible safety systems. This includes emergency exits, "You are here" signage, alarm systems, and emergency lighting. Emergency response protocols are supported by strategically placed ICE cards at workstations, providing clear instructions for evacuation procedures, first aid protocols, threat response, and medical assistance. Buildings acquired through mergers and acquisitions are subject to a structured implementation plan to ensure alignment with TELUS safety standards.
- TELUS continues to budget for accessibility-related repairs and replacements.

## Information and communication technologies (ICT)

The ICT priority area relates to the technologies our employees and customers use. This includes hardware, software, assistive devices and all other aspects of technology.

### Progress in removing or preventing identified barriers

- TELUS' Content & Design team members continue to work on accessibility optimization by addressing the remaining accessibility issues identified in a previous audit. This includes: updating audit data, fixing errors and tagging blockers for future work.
- The barrier of employees not being familiar with all of Google Workspace's accessibility features has been addressed by TELUS' Strategy & Transformation team. Updated communications and training on accessibility resources have been provided to employees. Accessibility apps also have been added and shared as accessibility resources within the Google Champions community for awareness.
- TELUS has received feedback regarding remote control assistive technologies for its platforms and individuals with limited dexterity. TELUS is providing continuous support, updates and fixes for assistive technology issues as they are identified.

### Updates to timelines for identified actions

- TELUS' Content & Design team continues to work on accessibility optimization and addressing any remaining accessibility issues. In addition, TELUS' Global Elements team released a maintenance update which addresses many of the identified accessibility issues. The Global Elements team continues to work on addressing any outstanding accessibility-related errors, and additional accessibility updates were made in December of 2024.
- The action item of considering the user experience of screen reader users is ongoing. TELUS continues to build experiences that work with screen readers as part of the accessibility best practices developed by TELUS.
- The TELUS Strategy & Transformation team updated communications and training on accessibility resources, added accessibility apps, and shared these applications and accessibility resources with the Google Champions community for awareness.
- TELUS is continuing to support accessibility updates and fixes to address issues that may arise with assistive technology.



## Communication other than ICT

The Communication priority area relates to communication with employees and customers. This includes print materials and publications. It also includes digital communications such as websites and e-newsletters. Presentations and other methods of communication are also covered.

### Progress in removing or preventing identified barriers

- TELUS continues to confront the barrier that not all employees are aware of accessible communication best practices. To address this, a curated list of disability inclusion, accessibility, and inclusive accommodation learning resources has been developed and published on TELUS' D&I Learning Space, which is being promoted through a number of avenues.
- TELUS continues to market and promote products and services specifically for persons with disabilities.
- TELUS continues to maintain an internal webpage that provides information on accessibility-related events, activities, and resources. This information can be easily accessed on TELUS' internal platforms.

### Updates to timelines for identified actions

- TELUS continues to consider additional accessible ways to market products and services to persons with disabilities.
- TELUS continues to maintain internal webpages that provide information on accessibility events, activities, and resources.
- TELUS continues to ensure that physical documents are offered in accessible formats.
- The TELUS Social Media team continues to ensure social media content can be accessed by all, and has developed TELUS Social Media Accessibility Guidelines for this purpose.

## The design and delivery of programs and services

This priority area focuses on making programs and services at TELUS accessible to all. It involves the consideration of persons with disabilities when programs and services are being created. This involves continuous improvement of programs and services for persons with disabilities.

### Progress in removing or preventing identified barriers

- As reported in TELUS' 2024 Progress Report, a Customer Relationship Management (CRM) tool was investigated as a potential solution to the barrier of maintaining more detailed records for the accessibility requests from customers. This was determined to be an inadequate solution. This barrier is continuing to be addressed and considered.

### Updates to timelines for identified actions

- The Customer Relationship Management (CRM) tool was investigated as a potential solution to the above barrier. TELUS continues to make progress on this action item by considering other more feasible ways to track customer accessibility needs.
- TELUS' training content provided to customer service representatives is being reviewed annually and updated as necessary, with the aim of addressing the action item to ensure outstanding accessible customer support.
- TELUS continues to promote community investment programs which benefit persons with disabilities. This occurs on an ongoing basis during annual training, and as new offers and processes are introduced throughout the year.
- TELUS is continuing to seek out and review feedback from customers with disabilities to improve its programs and services, and has engaged external advocacy groups for additional perspectives. We can further leverage these groups to provide feedback through secret shopper programs and provide recommendations to improve accessibility in our digital self-serve and contact centre experiences.
- For many call intents, TELUS Expert Messaging is available 24/7 for customers that prefer written interaction instead of voice calls. Additional technology opportunities exist for specialized customer support, e.g., ASL contact centre agents available over video.

## The procurement of goods, services and facilities

The Procurement priority area relates to how goods, services, and facilities are purchased by TELUS. This includes the evaluation process leading up to making purchases. It also includes ensuring that all documents related to procurement are accessible and have accessibility considerations in mind.

### Progress in removing or preventing identified barriers

- TELUS has purchased an annual corporate membership with the Inclusive Workplace and Supply Council of Canada (“IWSCC”), to support the inclusion of disability-led and operated vendors. The IWSCC provides a list of their certified suppliers which is made available to TELUS team members for engagement.
- TELUS has identified a person on the TELUS procurement team who will undergo specialized training on procurement-related accessibility within the next year. Internal discussions are ongoing to determine where the best specialized training for procurement can be accessed. Internal and external options are being considered.

### Updates to timelines for identified actions

- TELUS has completed its action item of becoming a corporate member of the IWSCC to help disability-led and operated organizations to be considered as vendors for TELUS.
- TELUS continues to support diverse suppliers, including persons with disabilities and veterans through the IWSCC, in TELUS’ annual procurement strategy playbooks.
- TELUS continues to provide accessibility training to its procurement leaders. A curated list of more than 70 disability inclusion, inclusive accommodation, and accessible design learning courses were published on TELUS’ D&I learning space. These new resources are continuing to be promoted through a number of different channels to raise awareness.
- TELUS has completed the action item of reviewing procurement-related documents and contracts to improve accessibility. This is a business as usual effort, and teams continue to ensure that documents are offered in accessible formats.

## Transportation

TELUS has limited involvement with transportation. Because of this, barriers and actions have not been identified in this priority area. If TELUS becomes more involved with any form of transportation, barriers and actions in this area will be addressed.

# Koodo priority areas

## About Koodo Mobile “Koodo”

Koodo Mobile (“Koodo”) is a TELUS brand that offers postpaid, prepaid and wireless home phone services.

## Employment

As Koodo is a subsidiary of TELUS, it generally applies TELUS employment-related policies and processes.

For information on barriers and actions in the Employment priority area for Koodo, please refer to [TELUS Employment](#).

## The built environment

As Koodo is a TELUS brand, Koodo and TELUS share office spaces. Retail spaces are compliant with provincial accessibility legislation and building code requirements.

For information on barriers and actions in the Built Environment priority area for Koodo, please refer to [TELUS Built Environment](#).

## Information and Communication Technologies (ICT)

While TELUS and Koodo have the same standards and policies for ICT, Koodo has its own website which is monitored and developed by a separate team.

### Progress in removing or preventing identified barriers

- Koodo has access to the above-noted resources developed by TELUS for the improvement of Google Workspace accessibility and training. The application of these resources for Koodo is being considered.

### Updates to timelines for identified actions

- In April 2024, Koodo conducted a review, and considered the accessibility features available via Google Workspace.

## Communication other than ICT

Koodo follows the same standards and policies as TELUS. For information on barriers and actions in the Communications priority area for Koodo, please refer to [TELUS Communication other than ICT](#).

## The design and delivery of programs and services

Koodo and TELUS use the same network, providing the same mobile phone options to their customers.

For further information on barriers and actions in this priority area for Koodo, please refer to [TELUS Design and Delivery of Programs and Services](#).

## Updates to timelines for identified actions

- Koodo has tested its Self Serve & Help options to ensure they are accessible, and is in the process of obtaining AAA compliance for Koodo Digital.

## The procurement of goods, services and facilities

Koodo uses TELUS' procurement policies, processes, and services. For information on barriers and actions in this priority area for Koodo, please refer to [TELUS Procurement of Goods, Services and Facilities](#).

## Transportation

Koodo has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If Koodo becomes more involved with any form of transportation, any applicable barriers and actions will be addressed.

# Mascon by TELUS priority areas

## About Mascon

Mascon Cable Systems was acquired by TELUS in 2017. Mascon by TELUS (“Mascon”) provides High Speed Internet and TV service to communities in Alberta and British Columbia.

## Employment

Mascon is in the process of integrating with TELUS and, by extension, applying TELUS’ employment-related policies and procedures. Upon full integration, Mascon will use all of TELUS’ employment-related policies, procedures, and processes.

### Progress in removing or preventing identified barriers

- Mascon has now confronted the barrier of lack of accessibility awareness and training. All Mascon leadership and employees, including newly on-boarded team members, receive accessibility training and can view accessibility-related resources and materials.

### Updates to Timelines for Identified Actions

- In April 2025, Mascon sent out an official communication indicating all of the accessibility-related resources, links, and training available for employees

## The built environment

Mascon has generally reduced the number of physical spaces it uses.

### Progress in removing or preventing identified barriers

- Mascon has resolved the barrier of not having a formal process for ergonomic assessments, by its incorporation into the TELUS’ ecosystem. This has provided access to all TELUS training materials and resources, including training and resources pertaining to ergonomics.

### Updates to timelines for identified actions

- Mascon has begun using TELUS workspaces, which have had ergonomic assessments completed, in accordance with TELUS’ Ergonomics Policy. An assessment of this progress is ongoing as Mascon continues to move from its existing sites to TELUS buildings.

## Information and Communication Technologies (ICT)

As this integration with TELUS continues, Mascon's ICT will align more closely with TELUS. Full integration is anticipated within the next three to five years.

### Progress in removing or preventing identified barriers

- Mascon has explored modifications to its Customer Relationship Management system to improve overall system accessibility. Mascon is currently evaluating and implementing changes to outage notifications, product updates, and community launches to customers. This includes increased email communications, SMS capabilities, and general website improvements.

### Updates to timelines for identified actions

- Mascon has completed the action item of working with employees to ensure that they have access to the systems required to do their jobs, and continues to work with employees on a case-by-case to ensure ICT accessibility.

## Communication other than ICT

Mascon generally uses TELUS' resources for communications-related accessibility matters.

### Progress in removing or preventing identified barriers

- Since the start of its integration with TELUS in April 2024, Mascon has used TELUS resources to create social content that is more accessible. Mascon's content is now aligned with the TELUS brand accessible content guidelines, and used across its platforms.
- Mascon is updating its website and platform in 2025 for full WCAG compliance. In general, website updates are being implemented to include clearer copy, simplified layout and direct links to support customers.

### Updates to timelines for identified actions

- Mascon has completed the action item of working with TELUS to learn about its resources and policies for content creators to make social media posts more accessible. Ongoing training is done with Mascon team members to ensure compliance with TELUS policies and technologies. Resources are being socialized through leadership and training meetings, and resources are being compiled for reference.
- Mascon has completed the action item of ensuring that text in social media posts are written in plain language. Mascon continues to create content that meets TELUS general accessibility guidelines, including simplified copy and images with direct links to website resources.
- Mascon has completed the action item of working with TELUS to learn about the resources available for content creators and developers to make websites more accessible and to align with WCAG. In 2024, Mascon added a webpage that directs to TELUS accessible solutions. In 2025, a link titled "help us improve accessibility at TELUS" was added to every Mascon webpage to provide easy access for customers and website users to provide their feedback.

## The design and delivery of programs and services

TELUS offers accessibility services to help customers with disabilities access TELUS products and services. As integration continues with TELUS, Mascon will provide these accessibility services wherever possible.

### Progress in removing or preventing identified barriers

- Mascon continues to address the need for alternative document formats which exceed the minimum requirements prescribed by the Canadian Radio-television and Telecommunications Commission (the “CRTC”). Mascon anticipates providing more accessibility features and options by 2026.

### Updates to timelines for identified actions

- Mascon will implement solutions for customers with varying abilities once integration with the TELUS ecosystem occurs. Various integration and migration activities have been planned over the coming months and years.

## The procurement of goods, services and facilities

Mascon is in the process of aligning its procurement practices with TELUS. Once fully integrated, Mascon will use all of TELUS’ procurement policies, procedures, and processes.

### Progress in removing or preventing identified barriers

- Mascon has improved its procurement process by contemplating further accessibility considerations, including an accessible procurement policy and the use of tools, such as a procurement checklist. Mascon continues to address this barrier by offering the Internet for Good program, and the Tech for Good program to Mascon customers, and providing information about these programs on its website.

### Updates to timelines for identified actions

- Mascon has completed the action item of leveraging and aligning with TELUS’ procurement policies, procedures, and processes. The Mascon website includes information about the Internet for Good program, providing internet at a heavily-discounted rate for low income families and individuals with disabilities

## Transportation

Due to Mascon’s limited involvement with transportation, barriers have not been identified under this priority area. Mascon commits to ensuring that all aspects of accessibility are being considered. If Mascon becomes more involved with any form of transportation, a full accessibility review will be conducted.



# Public Mobile priority areas

## About Public Mobile

Public Mobile is a TELUS brand that offers wireless services throughout Canada. It serves customers online and does not have any retail stores.

## Employment

Public Mobile leverages TELUS' employment-related policies and processes. This includes recruitment, accommodations, and HR procedures. The TELUS team handles these aspects of employment for Public Mobile, ensuring consistency across both organizations. For information on barriers and actions in the Employment priority area for Public Mobile, please refer to [TELUS Employment](#).

## The built environment

Public Mobile employees work remotely or from TELUS buildings. Because of this, Public Mobile does not have barriers and actions related to the built environment. If Public Mobile employees require ergonomic assessments, they use TELUS' Ergonomics Policy Program, and seek assistance from the TELUS ergonomic office support team.

## Information and communication technologies (ICT)

TELUS and Public Mobile have the same standards and policies for ICT.

### Progress in removing or preventing identified barriers

- Public Mobile has completed the action item of providing further training for employees on accessibility features in Google Workspace.

### Updates to timelines for identified actions

- Public Mobile has confronted the barrier that not all team members are familiar with the Google Workspace accessibility features by providing the above-noted training.

## Communication other than ICT

Public Mobile follows the same standards and policies as TELUS. For information on barriers and actions in the Communications priority area for Public Mobile, please refer to [TELUS Communication other than ICT](#).

## The design and delivery of programs and services

### Updates to timelines for identified actions

- Public Mobile has completed the action item of conducting a full accessibility review of the design and delivery of its programs and services. Public Mobile then went through an internal review process with TELUS' Digital and Compliance teams to ensure that its app and web platforms are accessible for persons with vision impairment.

For information on barriers and actions in this priority area for Public Mobile, please refer to [TELUS Design and Delivery of Programs and Services](#).

## The procurement of goods, services and facilities

Public Mobile applies TELUS' procurement policies, processes, and services. For information on barriers and actions in this priority area for Public Mobile, please refer to [TELUS Procurement of Goods, Services and Facilities](#).

## Transportation

Public Mobile has limited involvement with the priority area of transportation. Because of this, barriers and actions have not been identified under this priority area. If Public Mobile becomes more involved with any form of transportation, barriers and actions will be added to the Accessibility Plan.

# Consultations

TELUS' Accessibility Advisory Council ("AAC") is composed of employees who identify as having disabilities and caregivers of individuals with disabilities. AAC was consulted on the Progress Report and had the opportunity to review it during the drafting process. Feedback by AAC was provided during consultation meetings.

While drafting this Progress Report, TELUS held consultations with the Abilities TRG. During the consultations, the Abilities TRG provided comments, questions, and feedback on the progress that TELUS has made with respect to: (i) TELUS accessibility generally; and (ii) the seven priority areas identified in the ACA; (iii) identified action items and barriers in TELUS' 2023 - 2026 Accessibility Plan; and (iv) TELUS' 2024 and 2025 Progress Reports.

In addition, TELUS has engaged team members and the public since publication of the 2023-2026 Accessibility Plan through a variety of channels. For example, the Abilities TRG has continued to engage team members with disabilities across TELUS through hosting events where feedback can be provided. In addition, the AAC meets monthly, and has ongoing consultations with TELUS' People & Culture team to ensure that TELUS' Health Services and accommodations processes are inclusive and accessible.

# Feedback

TELUS has collected feedback in the ways described above, as well as through a general accessibility feedback e-mail inbox.

Between May 10, 2024 and May 13, 2025, the accessibility feedback inbox received a total of 200 emails, of which 26 were related to accessibility matters. As of May 13, 2025, 19 of the accessibility-related feedback items had been resolved, and the remaining 8 are in the process of being addressed.