

Effective: January 1, 2012

Accessible Customer Service Plan

D-Link Networks is committed to excellence in serving all customers including persons with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the areas of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons or for admission to D-Link Networks' premises. If a fee is required we will notify the support person prior to the visit.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, D-Link Networks will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted in one of the following methods: physically posted at the sites of the disruption, or on Company website, or in local newspaper.



Training for staff

D-Link Networks will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use various equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing D-Link Networks' goods and services (feedback process)

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way D-Link Networks provides goods and services to people with disabilities can do so as follows:

- Phone (905-285-4072 x2292 or x2224)
- In person (HR, 2525 Meadowvale Blvd, Mississauga, Ontario)
- Mail (HR, 2525 Meadowvale Blvd, Mississauga, Ontario)
- Fax (1-866-202-9537)
- Email (ca_hr@dlink.com)

All feedback is reviewed by a member of the HR team and brought to the Leadership team's attention. Feedback will be directed to the Human Resources department. Customers can expect to hear back in three (3) business days from the day the form is received by the Human Resources department. Complaints are investigated and follow up is provided to the requestor if requested.

Modifications to this or other policies

Any policy of D-Link Networks that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

