



Providing Goods and Services to People with Disabilities

The mission of Microsoft Corporation is to enable people of all abilities to realize their full potential. In fulfilling our mission, Microsoft strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Microsoft is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities as follows:

1. Communication

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

2. Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3. Service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Microsoft's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

4. Notice of temporary disruption

Microsoft will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about

the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises or on our website as applicable.

5. Training for staff

Microsoft will provide accessible customer service training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development of customer service policies, practices and procedures related to the provision of our goods and services.

This training will be provided as soon as practicable after staff commence their duties.

Training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act* 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 any equipment and devices, such as TTY, screen readers, speech and voice recognition or wheelchair lifts, available on provider's premises
- What to do if a person with a disability is having difficulty in accessing Microsoft's goods and services
- Microsoft's policies, practices and procedures relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback process

Microsoft welcomes and appreciates comments from customers on how well their expectations are being met.

Feedback regarding the way Microsoft provides goods and services to people with disabilities can be made by visiting the [Microsoft Accessibility](#) website and either clicking on the "[Provide Accessibility Feedback](#)" link or contacting the [Disability Answer Desk](#) referenced on the /enable site. All feedback,

including complaints, will be directed to an appropriate contact person, consistent with Microsoft's internal policies and procedures.

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