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Accessibility Plan  
Canada

# Accessibility Plan – Canada



v1.1

Reporting Period: 1 January 2026 to 31 December 2028

Published Date: 19 February 2026

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## About LoopUp

LoopUp is a global telecommunications and cloud communications provider headquartered in London, delivering cloud telephony, conferencing, and collaboration solutions for multinational enterprises.

Its services include managed Microsoft Teams telephony, conferencing, and global voice solutions delivered through a unified cloud platform and global network infrastructure.

LoopUp provides services across more than 100 countries and integrates design, deployment, service delivery, and support into a single global solution.

As a telecommunications service provider operating internationally, LoopUp is committed to accessibility in all customer, employee, and operational interactions.

## Statement of Commitment

LoopUp is committed to identifying, removing, and preventing accessibility barriers in telecommunications services, employment practices, digital systems, and customer interactions.

We aim to ensure that persons with disabilities can access our communications technologies, customer support, and workplace environments on an equal basis.

Accessibility is integrated into:

- product design and engineering
- global service delivery
- digital infrastructure
- procurement
- employment and workplace practices
- customer engagement

## Policies, Programs, Practices and Services

This section describes LoopUp's policies and practices related to identifying, removing, and preventing accessibility barriers.

### ***Accessibility Governance***

LoopUp maintains internal accountability for accessibility through:

- executive oversight of accessibility compliance
- integration of accessibility into product development and service delivery
- internal reporting and monitoring of accessibility issues
- documented accessibility procedures

Accessibility considerations are embedded within service lifecycle management, including design, testing, deployment, and support.

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## ***Identification of Barriers***

LoopUp identifies barriers through:

- accessibility testing of cloud telephony and conferencing platforms
- customer support feedback and complaint tracking
- employee accommodation requests
- periodic reviews of digital infrastructure
- vendor and procurement assessments
- where suitable, consultation with persons with disabilities

Particular focus areas include:

- remote meeting usability
- telephony interface accessibility
- customer support accessibility
- documentation accessibility
- assistive technology compatibility

## ***Removal of Existing Barriers***

LoopUp removes identified barriers through:

- remediation of reported digital platform accessibility issues
- on request, provision of accessible service documentation
- accessible customer service channels
- workplace accommodation processes
- improved usability of conferencing and telephony features

Where barriers cannot be immediately removed, interim accommodations are provided.

## ***Prevention of New Barriers***

LoopUp prevents new barriers by:

- applying accessibility requirements in product development
- incorporating accessibility review in procurement
- requiring accessibility testing before deployment
- providing staff training on inclusive design
- embedding accessibility into change-management processes

Accessibility is considered in all system updates and service expansions.

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## ***Accessible Telecommunications Services***

LoopUp provides telecommunications and collaboration services designed to support accessibility, including:

- global cloud telephony integration
- remote meeting and conferencing platforms
- centralized management portals
- multiple service access methods

Accessibility is considered in:

- call participation methods
- interface navigation
- communication formats
- technical support channels

## ***Employment Accessibility***

LoopUp promotes accessible employment by:

- providing accessible recruitment processes
- offering workplace accommodations
- supporting inclusive working environments
- enabling accessible communication tools for employees
- ensuring equal access to training and advancement

## ***Accessible Information and Communication Technologies***

LoopUp maintains accessible ICT systems by:

- designing digital services for assistive technology compatibility
- on request, providing accessible documentation formats
- maintaining accessible customer portals
- implementing accessibility testing for software releases

## ***Procurement of Accessible Goods and Services***

Accessibility is integrated into procurement through:

- where appropriate, accessibility requirements in vendor selection
- evaluation of ICT accessibility features
- contractual expectations for accessibility compliance

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## *Design and Delivery of Programs and Services*

Accessibility is incorporated into:

- customer onboarding
- service support
- billing communications
- technical documentation
- training resources

## Consultation with Persons with Disabilities

LoopUp undertaken research from persons with disabilities in preparing this plan through:

- feedback from users of conferencing and telephony services
- employee consultation regarding workplace accessibility

Consultation findings informed:

- accessibility priorities
- service usability improvements
- communication accessibility measures
- ongoing monitoring processes

LoopUp will maintain continuous consultation mechanisms, including feedback channels and periodic accessibility reviews.

## Consideration of Accessibility Principles

LoopUp applied the principles of accessibility legislation as follows.

- **Dignity** - All accessibility measures preserve independence, privacy, and respectful service delivery.
- **Equal Opportunity** - LoopUp works to ensure equal access to telecommunications services, employment, and participation.
- **Barrier-Free Participation** - Services and systems are designed to support full participation in communications and collaboration.
- **Meaningful Choice and Autonomy**- Users can access services through multiple channels and formats and receive support where needed.
- **Recognition of Diverse Experiences** - LoopUp considers different disability types, environments, and intersecting barriers in service design.
- **Involvement of Persons with Disabilities** - Persons with disabilities participate in testing, feedback, and consultation processes.

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- **Highest Level of Accessibility** - LoopUp seeks continuous improvement and aims to exceed minimum accessibility requirements where feasible.

## Publication and Accessibility of This Plan

LoopUp publishes this accessibility plan:

- on its public website homepage
- in clear, simple, and concise language

## Alternative Formats

You can request an alternative format of this Accessibility Plan in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology by sending an email to [regulatory@loopup.com](mailto:regulatory@loopup.com).

## Feedback can be sent by

- **Mail:** General Counsel, 575 Market St, Fl 5, Suite 505, San Francisco, CA 94105
- **Telephone:** Request to speak to the General Counsel (or failing that Customer Support) - <https://loopup.com/en/company/contact-us/>
- **Email:** [regulatory@loopup.com](mailto:regulatory@loopup.com)
- **Online webform:** <https://loopup.com/en/company/contact-us/>

Feedback may be anonymous. All submissions are reviewed and inform future accessibility planning. Individuals providing feedback can provide personal information and contact information, but they do not have to. If you wish to submit feedback anonymously mail or the online webform (by anonymizing the name) may be the best method to do so. That way we will not see any of your contact information, such as a phone number or email address.

## Monitoring and Reporting

LoopUp will:

- track accessibility progress
- document barriers and remediation actions
- publish required progress reports
- review and update this plan at least every three years

## Approval

Approved on 18 February 2026 by: Edward Cooper, General Counsel [regulatory@loopup.com](mailto:regulatory@loopup.com)