



## **SSi Canada and QINIQ Broadband**

### **2024 Progress Report for the Accessibility Plan**

May 30, 2025

#### ***About SSi Canada***

SSi Micro Ltd., doing business as SSi Canada (SSi), is dedicated to advancing universal access to state-of-the-art broadband and mobile wireless services in Canada. We invest, innovate, and deploy using emerging technologies and applications to provide consumers and businesses in remote regions with the selection and pricing advantages of competitive choice.

Founded in 1990, SSi is headquartered in Yellowknife, Northwest Territories, with a Network Operations Centre in Ottawa, Ontario. SSi specializes in the design, deployment and operation of innovative and cost-effective communications networks to support the needs of communities with little to no terrestrial access to the outside world.

Our mandate and culture revolve around empowerment, integrity, and curiosity: empowering the lives of people in remote communities; doing the right thing even when no one is looking; being relentlessly curious and forever challenging the status quo.

SSi has carried out projects across Canada and around the world. With advanced satellite, gateway and local wireless facilities, we are the only provider to offer an equal level of broadband service in all 25 communities of Nunavut, operating under the QINIQ brand since 2005. We deployed LTE broadband wireless technology in all 25 communities in 2016, and launched SSi Mobile service across Nunavut in 2018.

SSi has deployed advanced satellite networks and local wireless facilities that deliver communications services throughout Nunavut under the “QINIQ” brand, and in communities of the Northwest Territories, an area spanning over three million square kilometres.

We are also working with partners to expand communications services in other northern and remote markets of Canada. With James Bay Eeyou Corporation and Eeyou Communications Network, we co-founded Eeyou Mobility Inc. (EMI). A majority Cree-owned company, EMI has extensively deployed and launched mobile wireless services throughout the Eeyou Istchee and James Bay region of Quebec, delivering significant benefits and enhanced safety for residents, workers and travellers.

Remote area connectivity has many facets, and SSi constantly evaluates, develops and integrates new technologies to ensure our offerings remain attractive and competitive.

Our focus on new technology – and our relatively small size and nimble operations – permit us to reduce barriers to full participation by Canadians with disabilities, both in the telecommunications markets we serve, and in our company's operations.

The Accessibility Plan for SSi and QINIQ, like all our operations, is oriented towards meeting the specific needs of the people we serve, and the people who help us to fulfill our mandate. The Plan sets out our first steps on what we know will be an ongoing process of learning and improving how we can meet the needs of individuals with accessibility needs. We are pleased to report the progress we made in our first year of implementing the Accessibility Plan.

### ***General***

We value your feedback in helping us make SSi as accessible as we can be. The Chief Privacy Officer is responsible for receiving feedback on barriers to access and how we plan to remove them.

Please visit:

- <https://www.ssicanada.com/accessibility-feedback/>; and
- <https://www.qiniq.com/accessibility/>

to learn how to provide feedback on accessibility and on our plan, or to request an alternate format of the plan or our feedback process. Alternate formats can include print, large print, braille, audio, or electronic.

Our mailing address is:

Chief Privacy Officer, SSi Canada  
356B Old Airport Road  
Yellowknife, NT  
X1A 3T4

PhoneToll-free: [1 \(867\) 686-2888](tel:18676862888)  
Email: [accessibility@ssicanada.com](mailto:accessibility@ssicanada.com)

***Accessibility Statement:***

We respect the principles outlined in the *Accessible Canada Act*. To ensure that our actions match our commitment, we:

- Respect and value the dignity, independence, and lived experiences of people with disabilities;
- Promote integration, equal opportunity, and positive experiences for everyone;
- Recognize that designing accessibility into our products and our workplaces benefits everyone. Not only does thoughtful design reduce barriers to those currently experiencing disability; it helps us to address the challenges associated with the remote markets we serve to make our services attractive and available to all;
- Build on our existing commitments to accessibility by identifying, removing, and preventing barriers on an ongoing basis;
- Engage with disability advocates to help shape and inform the services and products we offer, now and in the future.

***Consultations***

SSi has always designed our services and our workplaces to be as inclusive as possible.

Our business model encourages ongoing consultation and feedback on all aspects of our operations and itself enhances accessibility for the people we serve. In each community we serve, either through SSi, QINIQ or EMI, we endeavour to maintain a Community Service Provider (CSP). Our customers in many of Nunavut's 25 communities and the 9 Cree communities and 5 Jamésien municipalities in Eeyou Istchee and the James Bay region can choose to speak with a CSP in their own Indigenous language and dialect.

Having the option of signing up, obtaining, upgrading and trouble-shooting devices, and paying monthly invoices in their home communities also affords our customers greater opportunities than many people in remote Canada enjoy to communicate with their telecommunications service provider as they choose – and at the pace they require.

Our decision to offer customers the option of communicating with SSi, QINIQ and EMI through CSPs, as well as directly over the internet or telephone, lets the customer set the pace and select the method of interaction – a way to reduce barriers to accessibility. Customers who require interpreters, such as those with hearing disabilities who rely on family members or others to help communicate with them, can interact with us through a neighbour – the CSP – who knows how best to meet their needs.

The SSi Accessibility Plan was built on the ways we have done business since we first began to serve Nunavut in 2005. That is, we relied both on the personal touch of our CSP network and on our commitment to making the most effective possible use of available technologies to reach out to our customers, our CSPs, organizations that advocate for persons with disabilities in the regions we serve, and our workforce of about 60 employees to solicit feedback. Our Feedback Process continues to be available through our customer-facing websites, and is being upgraded to ensure it is itself as accessible as possible. The Accessibility Plan is also based on the input we received from our May 2024 Workforce Survey, a survey we plan to repeat in autumn 2025.

## ***Priority Areas***

### ***1. Employment***

In the first year of implementation of the SSi Accessibility Plan, our focus was to improve awareness, both of the accessibility supports that are already available to potential and actual employees, and of potential measures to address the need to remove barriers.

Despite significant changes in our human resources team, we have been able to emphasize the importance of conveying relevant information during the hiring process and of maintaining dialogue concerning accessibility requirements with our employees.

### ***2. The built environment***

SSi's headquarters in Yellowknife and our Network Operations Centre (NOC) in Ottawa were both built recently and with a deliberate view to removing any barriers to access for employees and visitors alike.

Our Accessibility Plan identified a potential accessibility and safety issue at the main entrance to the NOC. We have addressed this in two ways. First, we have initiated measures, such as regular snow removal and salting/brining, to ensure that ice does not build up to impede access. Second, we have upgraded the vestibule inside the main entrance with anti-slip rugs to ensure our entryway remains accessible.

### ***3. Information and communication technologies (ICT)***

Our Accessibility Plan identified that SSi can improve the ways in which we learn from our employees and others about ICT tools, in the sense of technologies used to create and store information, that might help to reduce barriers to access and ensure that barriers do not form.

We will follow up on ongoing informal discussions with a more comprehensive employee survey to be conducted later in 2025 (following the period of summer holidays).

#### ***4. Communication, other than ICT***

SSi continues to use few, if any, non-digital communications, either internally or to exchange information and views with our customers. We endeavour to use easy-to-understand language in all our communications in English and Inuktitut, and, for EMI, in Cree, English and French.

Consistent with our Action Plan, we continuously review non-digital and digital communications to remove barriers to access and comprehension. We will renew our outreach to customers in 2025 to assess how well we communicate.

#### ***5. Procurement of goods, services, and facilities***

Based on our 2024 survey, we committed in the first year of the SSi Accessibility Plan to research industry best practices to reduce barriers to accessibility in procurement. This review and research is ongoing.

#### ***6. Design and delivery of programs and services***

This priority area includes services offered to customers including customer service and technical support. It also includes how effectively we communicate the availability of accessibility features in our wireless and internet products.

In 2024-25, we have made a priority of ongoing development and marketing of our Kamotik service. Kamotik offers QINIQ customers a fully customizable suite of pay-as-you-go broadband internet and mobile wireless services, designed to put the customer in control, not only of what services they select, but of when and for how long they use the services. Customer choice within this flexible Kamotik offering removes barriers to accessibility by returning control to the customer to ensure their needs are met even as they change and evolve.

#### ***7. Transportation***

SSi does not offer transportation services externally or internally and has not identified any barriers to accessibility relating to transportation.

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