



Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard - Accessing service at HP and Providing Feedback/Comments

HP is committed to provisioning products and services that are accessible to our customers. This commitment supports our company's diversity and "total customer experience" objectives and applicable accessibility regulations, helping ensure that the benefits of technology are available to all. HP has a company-wide technology accessibility policy with key objectives which guide company actions in the area of accessibility. HP has an Accessibility & Aging Program Office to coordinate efforts across the company.

As a customer of HP, where do I go if I am having issues accessing service at HP?

If you have having issues accessing service at HP, here is some additional information to help resolve your situation.

HP Customer Service Accessibility

Customer support

- For product [support and troubleshooting](#)
- Customers who are deaf or hard of hearing that have technical support, or accessibility questions using TRS/VRS/WebCapTel - Call Monday-Friday, 6 a.m. to 9 p.m. Mountain Time: (877) 656-7058
- Customers with disabilities or age-related limitations ONLY; with technical support, or with accessibility questions about HP products - Call Monday-Friday, 6 a.m. to 9 p.m. Mountain Time: (888) 259-5707. Training material has been deployed to customer service representatives to ensure high quality support for HP customers with disabilities. A dedicated customer service group, called the Communication Assistant Team, is in place to support accessibility requests and can be reached by calling the number noted above.
- [Contact form for people with disabilities or age-related limitations](#)
- Other customers seeking technical support call (800) HPINVENT (800-474-6836) OR see the [Contact HP Web Page](#)

Q. How is HP customer service accessible?

A. HP customer service and technical support representatives are trained to better serve customers with disabilities and age-related impairments.

Q. Do HP accessibility efforts extend worldwide?

A. Accessibility to information technology for persons with disabilities and the elderly is a worldwide opportunity. Many countries across Europe and Asia, and around the world, are adopting requirements for accessible information and technology. HP recognizes the global need for accessibility. HP was a founding member of Business & Disability: A European Network, focusing on accessibility, eAccessibility, and employment.

Web accessibility HP has integrated Web accessibility standards into the hp.com website. In 2003 and 2004, HP was recognized as a leader in Web accessibility when it received "Non-visual Accessibility Web Application Certification" from the National Federation of the Blind (NFB), the nation's largest consumer and advocacy membership organization of blind persons. More information can be found at: www.hp.com/us/en/hp-information/accessibility-aging.

Feedback or Comments

We welcome your feedback about accessibility at HP Canada Co. and invite your feedback, comments or concerns.

Steps to Follow:

1. We suggest you first follow one of the methods above under Customer Support to provide your feedback or seek assistance.
2. If necessary, further feedback on the provision of goods and services to persons with disabilities can be directed to the AODA officer noted below by completing the [Customer Service Standard: Feedback Process Form](#).

HP Canada Co. AODA Officer Contact Information:

HP Canada Co. AODA Officer, Human Resources

Mail:

5150 Spectrum Way, Suite 600

Mississauga, Ontario

L4W 5G2

Canada

canadaAODAofficer@hp.com

All feedback will be reviewed and forwarded to an appropriate individual at HP. We will then:

- respond to feedback as is appropriate provided you wish to be contacted, and
- where applicable, take the feedback into consideration as part of our ongoing policy and process review.



Customer Service Standard: Feedback Process Form for Persons with Disabilities

We welcome your feedback regarding accessibility at HP Canada Co. and invite your feedback, comments or concerns as receiving such can help us provide you with the best service possible.

Please complete and submit this form to the **AODA Officer via mail or e-mail:**

HP Canada Co. AODA Officer, Human Resources

Mail:

5150 Spectrum Way, Suite 600

Mississauga, Ontario

L4W 5G2

Canada

e-mail: canadaAODAofficer@hp.com

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- where applicable, take the feedback into consideration as part of our ongoing policy and process review.

Information Requested

Date:

What type of product or service did you require?

Did we provide customer service to you in an accessible manner?

No

Somewhat

Yes

Comments:

What could HP Canada Co. do to make the provision of its products or services more accessible to you?

Additional comments:

Would you like someone from HP Canada Co. to contact you?

- No, you do not need to contact me
- Yes, I prefer that you contact me by:
- Mail
 - Phone
 - E-mail

Please complete the information below **only if you would like us to contact you:**

Your Name:
Street Address:
Apartment/Unit Number:
City/Town:
Postal Code:
Your Telephone Number:
Your Fax Number:
Your E-mail Address:

HP Canada Co. is collecting the personal information you provide on this form for the sole purpose of being able to respond to your feedback.

Thank you for taking the time to share your feedback with HP Canada Co.