

Feedback Process Description of Crown Castle Fiber LLC

Crown Castle Fiber LLC (“Crown Castle Fiber”) welcomes your feedback about any barriers to accessibility that you encounter while dealing with us. As required under the Accessible Canada Act (“Act”) and the Accessibility Reporting Regulations of the Canadian Radio-television and Telecommunications Commission (“CRTC”), this Feedback Process Description describes the ways that you can contact us, and how we will respond, about our accessibility plan and barriers you encounter while dealing with Crown Castle Fiber.

How to Provide Feedback to Crown Castle Fiber

Feedback about accessibility matters can be sent to Crown Castle Fiber by:

Mail:

Crown Castle Fiber LLC
c/o Tax Department
2000 Corporate Drive
Canonsburg, PA 15317

Telephone:

1-855-93-FIBER (3-4237)

E-mail:

FiberSupport@crowncastle.com

Anonymous Feedback Permitted

Individuals providing feedback can provide their personal information and contact information. Any personal information provided with feedback will remain confidential, subject to the Personal Information Protection and Electronic Documents Act and Privacy Act, unless you consent to disclosure. Crown Castle Fiber also accepts feedback that is provided anonymously, but providing anonymous feedback may limit our ability to acknowledge and respond directly to your feedback.

Person Responsible for Receiving Feedback at Crown Castle Fiber

Crown Castle Fiber has designated Rebecca Hussey, Associate General Counsel, to be responsible for receiving feedback. Her contact information is as follows:

Rebecca Hussey
Crown Castle Fiber LLC
720 B Lakeview Plaza
Worthington, OH 43085

Phone: (585) 568-8469

Email: PUC.Correspondence@crowncastle.com
Rebecca.Hussey@crowncastle.com.

Acknowledgement of Feedback

All feedback received (except for anonymous feedback) will be acknowledged by Crown Castle Fiber. Feedback received via email will be acknowledged through automatic response, whereas feedback received by mail will be acknowledged by a letter sent to the sender's address provided.

Crown Castle Fiber's Use of Feedback

Feedback from individuals that deal with Crown Castle Fiber will help us continually monitor and improve our accessibility efforts. Although some feedback may not require a direct response, other feedback may identify issues that need our immediate attention. Even if the feedback received does not result in immediate action, all feedback we receive will help us develop our future accessibility plans and assess progress toward our accessibility goals.

Updating this Feedback Process Description

Crown Castle Fiber will inform the CRTC of amendments to this Feedback Process Description.

Alternative Formats of this Feedback Process Description

You can request an alternative format of this feedback process description in print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology by contacting us at: PUC.Correspondence@crowncastle.com.