

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

Hewlett Packard Enterprise Canada Co. (HPE) 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. HPE has a company-wide technology accessibility policy with key objectives which guide company actions in the area of accessibility. HPE has an Accessibility & Aging Program Office to coordinate efforts across the company.

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

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

HPE Customer Service Accessibility

Customer Support

Customers with vision, hearing or age-related limitations or otherwise need accessible customer support may contact HPE Customer support at the following numbers. Please advise the support representative of your needs so we can better assist you.

[Link to HPE Pointnext Contact Numbers](#)

Available 24/7/365 for most products

For customers in the United States, The Federal Communications Commission adopted use of the 711 dialing code for access to Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. For more information about the various types of TRS, see the [FCC's consumer guide](#) or visit the [website of our Disability Rights Office \(DRO\)](#).

Alternatively you may also contact the HPE Accessibility Program Office for assistance regarding the accessibility of your product using the [Contact form for people with disabilities or age-related limitations](#).

Other Customers seeking technical support visit the [Support and troubleshooting website](#) or [Contact HPE](#).

AODA Officer, Hewlett Packard Enterprise Canada Co.

Mail:

5150 Spectrum Way, Suite 400
Mississauga, Ontario
L4W 5G2
Canada

Email:

fieldhr_canada@hpe.com

Customer Service Standard: Feedback Process Form for Persons with Disabilities

We welcome your feedback regarding accessibility at HPE 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 email:**

Hewlett Packard Enterprise Canada Co. AODA Officer, Human Resources

Mail:

5150 Spectrum Way, Suite 400
Mississauga, Ontario
L4W 5G2
Canada

Email:

fieldhr_canada@hpe.com

All feedback will be reviewed and forwarded to an appropriate individual at HPE. 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.

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 HPE do to make the provision of its products or services more accessible to you?

Additional comments:

Would you like someone from HPE 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 E-mail Address:

HPE 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 HPE.