

End User Agreement

“Serve-Ability: Transforming Ontario’s Customer Service” Online Course

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The course is a software product, which includes computer software and may include, but is not limited to, embedded media content, materials, photographs, graphic assets, printed materials and audio story.

The purpose of this product is to give organizations obligated to meet Ontario Regulation 429/07 (“the customer service standard”) under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) basic information and training on serving customers with disabilities.

Users of the course agree to abide by the conditions and terms of this agreement.

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