

## **Carr Communications External Digital Discrimination Policy**

Carr Communications is dedicated to providing equal access to broadband internet access service for all individuals, without regard to income level, race, ethnicity, color, religion, or national origin. We firmly oppose any form of discriminatory conduct, whether deliberate or arising from policies or practices that result in discriminatory effects based on protected characteristics, including income level, race, ethnicity, color, religion, or national origin.

### **Our Commitment:**

- **Equal Access:** We are committed to providing our broadband internet access service to all individuals, regardless of their background or socio-economic status.
- **Non-Discrimination:** Discrimination of any form is strictly prohibited within our company. We do not tolerate discrimination against any individual or group based on protected characteristics.
- **Equity:** We strive to create an environment that fosters equity and inclusivity, where all individuals have fair and equal opportunities to access and benefit from our services.

### **Grievance Procedure:**

We encourage our customers to promptly report any concerns or grievances related to digital discrimination. If you believe that you have been subjected to discriminatory treatment of access to broadband, or if you have witnessed such behavior, please follow the steps outlined below:

1. **Contact Us:** You can reach out to us through various channels, including:
  - Phone: (231) 898-2244
  - Written Letter:  
Carr Telephone Company  
4325 S. Masten Road  
Branch MI 49402
2. **Provide Details:** When submitting your complaint, please provide as much detail as possible regarding the incident, including the date, time, location (if applicable), and any other relevant information.
3. **Investigation:** Upon receiving your complaint, we will promptly investigate the matter to determine the appropriate course of action.

- 4. Resolution:** We are committed to addressing complaints in a timely and effective manner. Once the investigation is complete, we will take appropriate steps to resolve the issue and prevent recurrence.

**Confidentiality:**

We understand the sensitivity of discrimination-related complaints and will handle all information with the utmost confidentiality. Your privacy will be respected throughout the investigation process.

**Non-Retaliation:**

We prohibit any form of retaliation against individuals who report discrimination or participate in the investigation process. We are committed to creating a safe environment where individuals feel comfortable raising concerns without fear of reprisal.

**Further Assistance:**

If you require further assistance or have any questions regarding our digital discrimination policy, please do not hesitate to contact us using the above provided contact information.