

Momentum Accessibility Plan

(last updated September 26, 2024)

GENERAL

About Momentum

Momentum Telecom (“Momentum,” “we,” or “us”) was founded in 2001 with a simple objective in mind: Enabling better, faster, and more efficient communication for businesses, employees, and customers. We’ve created a comprehensive selection of products and services ranging from connectivity, collaboration, and engagement solutions. We also understand that products are only part of the story. That’s why every member of our team believes in providing our clients with expert, tailored guidance and support. Because we want to see our customers thrive — and we’ll do whatever it takes to make that happen.

Feedback

To give us feedback about the accessibility of our services, please contact us at accessibility@gomomentum.com. We respect your privacy, and you can provide feedback to us anonymously if you would prefer to do so. However, if you choose to provide us with your name and contact information instead of providing anonymous feedback, we will acknowledge receipt of your feedback but will not share your information with any third parties. Also, by contacting us, you agree to the collection, use, and storage of your personal information for purposes of addressing your concerns and improving our services. The person designated to receive accessibility feedback is our SVP & General Counsel, Joe Coomes, joe.coomes@gomomentum.com. The feedback webpage meets the requirements of Level AA conformance that are set out in the Web Content Accessibility Guidelines (WCAG) 2.1.

AREAS DESCRIBED UNDER SECTION 5 OF THE ACCESSIBLE CANADA ACT

Information and Communication Technologies

We strive to make our information and communication technologies accessible to all customers, including those with disabilities. We offer native TTY support to enable customers who are deaf, hard of hearing, or speech-impaired to easily communicate with friends, family, and other individuals. The vast majority of our services are delivered through third-party communications platforms, such as Microsoft Teams, Cisco Webex, Cisco BroadSoft, and NetSapiens, and we provide to customers a diverse selection of communications devices from manufacturers such as Cisco, HP Poly, and Yealink. These platforms and devices offer a wide range of accessibility features, including the following:

- Font adjustment
- Screen content magnification
- Color adjustment (including high contrast mode)
- Closed captions
- Live transcription
- Animation controls

- Content highlighting
- Audio muting
- Background setting control
- Meeting recording functionality
- Screen reader support
- Keyboard navigation and shortcuts
- Disability profiles

Customers are also able to leverage the native accessibility features made available on their laptops, phones, and other personal devices to enhance their experience when navigating our subscriber portal. We continue to undertake efforts to enhance the accessibility of our platforms and services.

Communication, Other than Information and Communication Technologies

We principally communicate with our customers via our [website](#) and email messages. We have publicized our values and efforts with respect to accessibility on the [Accessibility Statement page](#) on our website, which also provides information for how customers can provide feedback to us regarding the accessibility of our services.

Procurement of Goods, Services, and Facilities

We strive to assess the accessibility offerings of the third-party solutions and devices that we leverage for our services. Among other things, we have at times reviewed the accessibility features lists associated with third-party products and services under consideration for procurement purposes, and on occasion, we have assessed accessibility conformance reports made available by such providers to gauge whether and to what extent the products and services comply with the Web Content Accessibility Guidelines (WCAG), Section 508 of the Rehabilitation Act, and other accessibility laws, regulations, and standards.

Design and Delivery of Programs and Services

As noted above, the vast majority of our services are delivered through third-party communications platforms, and we rely on communications devices provided by third-party manufacturers. Accessibility is a key consideration for many of these services and devices at each stage of the product lifecycle, including the design and delivery phases.

CONSULTATIONS WITH PERSONS WITH DISABILITIES

We have not consulted with persons with disabilities in preparing this Accessibility Plan. However, many of the third-party providers on which we rely regularly consult with persons with disabilities when developing and refining their product offerings. We value customer feedback and, to the extent we receive inquiries from customers concerning the accessibility of our platforms and services, we are committed to addressing such inquiries as best we can.

AREAS DESCRIBED UNDER SECTION 6 OF THE ACCESSIBLE CANADA ACT

In preparing this plan, we have taken into account Section 6 of the Accessible Canada Act, which requires that the Act be carried out in recognition of, and in accordance with, the following principles:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

These principles are reflected in the ways in which we interact with our customers and by our efforts to provide connectivity, collaboration, and engagement solutions that are accessible to all. Our efforts with respect to accessibility are not just outward-facing, however. Within Momentum, we are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. Momentum's diversity initiatives (including those pertaining to disability) are applicable — but not limited — to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity. In addition, our internal policies and procedures documents provide guidance to staff members regarding how they may request accommodations on account of their disability.