

Momentum Telecom Accessibility Plan Progress Report

Date Published: September 12, 2025

I. General

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 customers with expert, tailored guidance and support. Because we want to see our customers thrive, we’ll do whatever it takes to make that happen. Our headquarters is located in Atlanta, Georgia and we have three other U.S.-based offices in Birmingham, AL, Cartersville, GA, and Knoxville, TN, as well as a large portion of remote-based workers.

This is our first Progress Report, and it describes the progress that our organization has made towards implementation of our Accessibility Plan, in compliance with the Accessible Canada Act (“ACA”), published in September 2024.


II. Feedback


Momentum welcomes feedback on the accessibility of our products and services. Feedback can be provided anonymously, however if contact information is provided, we will acknowledge receipt of feedback along with any resulting actions but will not share contact information with any third parties. By contacting us, individuals agree to the collection, use, and storage of their personal information for purposes of addressing their concerns and improving our services.

Momentum created its accessibility feedback mechanism to welcome customer feedback about the accessibility of its products and services through multiple communications channels. Over the past year, we have not been contacted by any employees, customers, or members of the public to report any barrier or impediment to accessibility, nor have we received any comments on how we have implemented the Accessibility Plan. Nevertheless, we remain open to receive any feedback and continually work to improve the accessibility of our products and services.

Contact for Accessibility Feedback:

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 Accessibility Statement: <https://gomomentum.com/accessibility>

Copies of our Accessibility Plan, Progress Report, and feedback process description may be requested in alternative formats by contacting accessibility@gomomentum.com.

III. Consultations

Momentum has created an internal Accessibility Committee (the “Committee”) to evaluate options, review and implement feedback, and increase accessibility for our employees and customers. The Committee consists of leaders within our Legal, Human Resources, Marketing, Product and Information Systems teams. This group evaluates and proposes strategic and operational methods to ensure compliance with all applicable accessibility regulations and requirements, including the ACA. Other subject-matter experts (both internal and external) are included as needed.

Our Committee has met several times to discuss our Accessibility Plan and Progress Report. Planned steps to improve accessibility include the creation of an internal employee survey to discuss employee use of our products and services, as well as collecting information on any known customer requests for assistance with accessibility.

In addition, our Committee is evaluating a partnership with a consulting organization to assist in increasing the accessibility features available on our service portals.

IV. Progress on our Accessibility Plan

Areas Described Under Section 5 of the ACA

- A. Employment
- B. The Built Environment
- C. Information and Communication Technologies (ICT)
- D. Communication, other than ICT
- E. The procurement of goods, services and facilities
- F. The design and delivery of programs and services
- G. Transportation

A. Employment

Momentum is committed to fostering, cultivating and preserving a culture of diversity, equity, and inclusion. We believe that open conversations, training, and process review are an important part of ensuring that candidates and employees are treated fairly and have the opportunity for meaningful employment with our organization.

Over the past year, we have implemented a training program for hiring managers and peer interviewers on the interview process. This training focuses on interviewing for job-required skills and abilities and strongly emphasizes that Momentum is an Equal Opportunity Employer. We discuss the process for handling accommodation requests during an interview process and emphasize that accommodations are readily available for our candidates and employees. Anyone conducting an interview on behalf of Momentum is required to complete the training, and we offer frequent refresher sessions.

Our Careers page has a note at the top of each job posting that alerts applicants that accommodations are available for candidates to complete applications. In addition, we recently added an option on our Careers page that provides candidates with direct contact information via phone, as well as a web form to reach out to our HR team if the candidate would like us to contact them with accessibility or alternate resume submission options.

Beyond the hiring process, our Human Resources team routinely meets with our operational managers to discuss employee relations items. During these discussions, we evaluate employee performance and explore potential job aid needs. Over the past year, we have become more intentional in discussing employee needs and have developed a more streamlined interactive process to discuss accommodation needs with employees.

B. The Built Environment

Momentum does not maintain a physical office or facility in Canada that would require any physical accommodations for employees, customers, or other members of the public. However, our U.S.-based offices maintain compliance with Americans with Disabilities Act ("ADA") standards.

We have largely reduced our physical office footprint over the past year. However, in the circumstances where we have moved into new office locations, such as our new Atlanta office, we work to identify office leases in building locations that are fully ADA compliant.

Our new Atlanta space is in a building that provides the following accessibility features: handicap-accessible parking, sloped ramps, handicap-accessible restrooms stall automatic sinks (water and soap dispenser) and hand dryers, braille signage in the elevators, wide walkways, and auditory and visual alarms in the event of an emergency.

C. Information and Communication Technologies (ICT)

Momentum is continuously working to ensure that our products and services are accessible by all end users. Over the past year, we have reviewed our website for accessibility design and assessed our compliance with the Web Content Accessibility Guidelines. We also work to ensure that any changes made to our website continue to meet those expectations.

This year, our Accessibility Committee also reviewed our internal, customer-facing portal. We determined that we could increase opportunities for end-user-needed accommodations in this area. As an initial result, we added messaging for customers that provides a contact

number for our support team, who can provide options for site navigation and customer changes should a customer have difficulty navigating the site due to a disability. As an ongoing goal, we will continue to work on features of our portal to increase accessibility, and we are evaluating a relationship with an outside vendor that can assist us with this task.

D. Communication, other than ICT

Within our organization, Momentum has multiple channels of communication which aim to provide inclusivity for those with different needs. Our employees value direct feedback and meetings to provide verbal, non-written communication. We are fortunate to be able to utilize our own solutions for voice and messaging, which are frequently utilized for internal problem solving and other communications. All teams have an internal escalation process for work-related matters. We conduct routine employee surveys, and the topic of team communication consistently receives outstanding ratings. We also provide constructive feedback learned through that survey process to leadership for purposes of improvement. On a company level, we provide weekly updates through our Five to Thrive email communication, and then quarterly updates via our Town Hall Meetings, hosted for all employees via Microsoft Teams.

Momentum also values multiple touchpoints with our customers for communication. We have an engaged Account Management team which conducts routine check-ins with each customer. Both our Account Management and Support teams interact via phone and ticketing systems to address customer problems. Support, upon verification of customer identity, can emulate a customer experience, which provides assistance to customers who have varying needs to make changes within their enterprise solution. We provide easy access to training on our website via Momentum University, but we also have a product-specific training team that can work with customers directly to educate on use of our services.

Overall, our communications are heavily focused on technology, but we apply a very personal and direct approach in reaching out to employees and customers about their needs and opportunities to improve their experience.

E. The Procurement of Goods, Services and Facilities

Momentum consistently works to improve our technology offerings, which includes working with the best of breed technology partners. As a course of regular business, we challenge our suppliers to maintain services that are increasingly accessible so that we can provide a stronger service offering. Many of our top suppliers are also subject to ACA standards, so we are able to review their efforts in increasing accessibility, which in turn allows us to provide a better, more accessible product offering. Our top suppliers include, but are not limited to: AT&T, Cisco/Broadsoft, Microsoft, Comcast, Bandwidth.com, Inc., and Verizon.

F. The Design and Delivery of Programs and Services

As a solutions provider, Momentum demonstrates expertise in delivering products that best meet our customers' needs. Our mantra of "Connect, Collaborate and Engage" goes beyond our website and our partnership with organizations like Microsoft and Cisco and reflects our dedication to providing solutions for end users both at an enterprise and individual level that allow them to use our programs with numerous alternatives that suit an accommodation process. Our design is focused on a customer's needs, but we can enable employees within customer organizations to communicate via traditional phone, email and chat across multiple devices. These solutions would also fit within the framework that our customers may have engaged to provide accommodations under the ACA or ADA for their employees.

G. Transportation

The business of Momentum does not involve transportation, so we do not have the opportunity to review barriers or solutions to accessibility in this regard.