



MOMENTUM

MOMENTUM TELECOM / 2026 PROGRESS
REPORT

Accessibility Plan Progress Report.

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FILED UNDER

Accessible Canada Act

PREPARED BY

Momentum Telecom

SECTION 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 2026 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"), filed September 2024.

SECTION II

Feedback

Momentum Telecom welcomes feedback on our Accessibility Plan and our Progress Report. These documents, as well as feedback processes, are available in alternative formats by contacting accessibility@gomomentum.com.

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 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.

During the period since we filed our 2025 Progress Report, we have not been directly contacted by any employees, customers, or members of the public to report any barrier or impediment to accessibility. We have started gathering feedback from employees, as described later in this report.

CONTACT FOR ACCESSIBILITY FEEDBACK

Joe Coomes, SVP & General Counsel

joe.coomes@gomomentum.com

1-800-871-9244

2 Ravinia Drive, Suite 1630, Atlanta, GA 30346

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

SECTION III

Consultation

Momentum has created an internal Accessibility 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 initial report and subsequent Progress Reports.

Over the past year, we launched an internal Employee Survey, titled "Customer Systems Accessibility Survey". We collected feedback from employees (with an option of anonymity) regarding both requests received from customers, as well as employees' personal encounters with systems accessibility.

83% of our employee respondents noted they had not encountered a customer accessibility request regarding our systems, and **over 90%** noted that as employees they did not need an accommodation themselves.

The Committee is still in the process of reviewing survey responses to propose additional action to update our existing accommodations for improved customer and employee experience. This survey will be an annual event so that we can continue to gather feedback and confirm successful solutions to prior accommodation requests.

This feedback will support our work with an outside firm to improve accessibility features on our service portal, and we will incorporate employee comments into that effort.

SECTION IV

Progress on our Accessibility Plan

Areas Described Under Section 5 of the ACA

- Employment
- The Built Environment
- Information and Communication Technologies (ICT)
- Communication, other than ICT
- The procurement of goods, services and facilities
- The design and delivery of programs and services
- Transportation

Employment

Momentum Telecom 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.

We continue to provide training for all employees involved in recruitment, which emphasizes the importance of diversity, recognition of bias, structuring job-related interview questions and how to respond to accommodation requests communicated during the interview process.

Our Human Resources team regularly works with employees to participate in the interactive process to design solutions to provide reasonable accommodations in response to disabilities and health conditions. We also work with the management team to explain and educate on various accommodations available in the workplace.

The Built Environment

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

This past year, in response to employee needs, we carried out an evaluation of our Cartersville, GA office and made several improvements to facilities to increase accessibility. Some of these improvements were as simple as parking lot signage to reserve a parking spot closer to our entrance for an employee with a temporary health need. Other improvements included an updated restroom stall door installation. As part of this process, our Human Resources team developed a document by which we can review our office locations for compliance with ADA standards.

Information and Communication Technologies (ICT)

Momentum is continuously working to ensure that our products and services are accessible by all end users. We regularly review our website for accessibility design and confirmed compliance with the WCAG guidelines. We also work to ensure that any changes made to our website continue to meet those expectations.

As previously indicated, we are reviewing feedback from a recent survey of employees and we will be evaluating ways to implement this new feedback.

We are also working to engage an outside firm to review methods to improve accessibility on our customer portal.

Communication, other than ICT

We continue to maintain multiple channels of communication with both our employees and our customers.

We provide communication and feedback with our employees via formal company updates, weekly corporate communications and encourage regular departmental meetings. We also conduct employee surveys throughout the year which endeavor to collect responses from employees on our work processes, work environment and suggestions for improvement, including areas of accommodation.

Momentum manages our customer relationships through routine follow-up from our Account Management and Support teams. We strive to maintain solid relationships with customers so that conversations and requests around accommodation needs can be easily managed. We will continue to encourage our employees to share customer experience as we communicate the results of our recent Customer Systems Accessibility Survey.

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., Verizon.

We are committed to ensuring the design and delivery of programs and services are accessible to all individuals, including those with disabilities. We depend on our technology partners to provide innovative services to customers and many of our vendors are subject to ACA standards. We continue to work to identify suppliers that will enable us to provide increased accessibility in our services.

The design and delivery of programs and services

The core values of our organization support enabling others to thrive through connection, collaboration and trust. We design our products and processes with user experience in mind, and that experience includes accessibility. We continue to explore ways to make our solutions easier to use for everyone.

As noted previously, we are engaging a third party to review the customer experience on our portal for increased accessibility. We have also invited our employees to provide feedback on systems accessibility. We look forward to incorporating these resources to further improve the design and delivery of our services over the next year.

Transportation

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