Accessibility Progress Report

June 1, 2026

Canadian Fiber Optics Corp.

also operating as Northern Lights Fiber

(“CFOC-NLF”)

CFOC-NLF – Accessibility Progress Report (2026)

1. GENERAL

This progress report describes CFOC-NLF's activities during the 2026 reporting period to implement its Accessibility Plan. It is published in accordance with the Accessible Canada Act and the regulations thereunder.

As an Alberta-grown telecommunications provider with a particular focus on connecting rural communities, CFOC-NLF recognizes that access to communications services enables people to work, learn, communicate and participate in their communities. CFOC-NLF remains committed to identifying and removing barriers, preventing new barriers, and listening to the experiences of persons with disabilities.

This report is organized under the required progress-report headings: CFOC-NLF's policies, programs, practices and services for identifying and removing barriers and preventing new barriers; its consultation with persons with disabilities; and the feedback received through its accessibility feedback process and how that feedback was taken into consideration.

2. FEEDBACK PROCESS AND CONTACT INFORMATION

CFOC-NLF welcomes feedback from employees, customers and members of the public about accessibility, including about the implementation of its Accessibility Plan, this progress report, barriers experienced when dealing with CFOC-NLF or accessing its programs or telecommunications services, and its accessibility feedback process. All feedback can be submitted via the process set out in its Accessibility Plan.

3. POLICIES, PROGRAMS, PRACTICES AND SERVICES

CFOC-NLF's Accessibility Plan sets out its policies, programs, practices and services for identifying and removing barriers and preventing new barriers in each area addressed by the Accessible Canada Act. This section reports on each of those areas for the 2026 reporting period. No new barriers were identified during the reporting period, and the measures and monitoring commitments described in CFOC-NLF's updated 2026 Accessibility Plan continue to apply. Employees did, however, identify accessibility needs relating to matters already addressed in the Accessibility Plan. As described below, CFOC-NLF implemented measures to address those needs.

3.1 Employment

CFOC-NLF is committed to providing an inclusive and accessible workplace for employees and prospective employees with disabilities. CFOC-NLF's Accessibility Plan provides for monitoring its employment practices for potential barriers, including in recruitment, hiring, onboarding, workplace accommodation and training, and for considering opportunities to prevent or remove barriers when they are identified.

No specific barriers in the area of employment were identified during the reporting period. CFOC-NLF continues to encourage employees and applicants to identify barriers and share their experiences, and will consider and address, where appropriate, any employment-related barrier identified through feedback, consultation or its ongoing review.

3.2 The Built Environment

CFOC-NLF's Accessibility Plan describes a range of measures that support the accessibility of its physical workplaces: an accessibility chair providing access to the second floor of its head office; office space at its Grande Prairie office located mainly on the main floor; accessible workstations, including adjustable-height desks, with sufficient space for wheelchair manoeuvring; accessible entrances and exits, with automatic doors where necessary; clear, sufficiently wide pathways and slip-resistant flooring; accessible washrooms; designated accessible parking; clear, large-print and Braille signage; and an accessible emergency evacuation plan.

CFOC-NLF received two items of accessibility-related feedback concerning its built environment. Both concerned requests from employees for adjustable sit-stand desks. No other feedback was received during the reporting period.

These requests related to workstations in CFOC-NLF's physical (and remote) workplaces, an area in which its Accessibility Plan already provides for accessible workstations, including adjustable-height desks. CFOC-NLF considered the requests in accordance with its commitment to providing accessible workstations and obtained adjustable sit-stand desks to accommodate the employees concerned.

No additional barriers relating to the built environment were identified during the reporting period. CFOC-NLF continues to monitor the accessibility of its physical workplaces and will consider accessibility, and feedback from employees, customers, visitors and persons with disabilities, when making changes to its offices and facilities.

3.3 Information and Communication Technologies (ICT)

CFOC-NLF's Accessibility Plan provides for assistive technologies, including screen readers, magnification tools and other assistive devices, to be made available to employees where needed, and for CFOC-NLF to work with employees individually to identify and provide technology-related accommodations. CFOC-NLF seeks to ensure that the software and digital tools its employees use are compatible with commonly used assistive technologies, including the accessibility features and settings available through Microsoft Windows where supported.

CFOC-NLF's Accessibility Plan also describes its work to rebuild and improve its digital platforms, including its corporate website, with the objective of conforming to applicable Web Content Accessibility Guidelines (WCAG). Accessibility is being considered throughout the design and development process.

No new ICT barriers were identified during the reporting period, and CFOC-NLF continues to monitor its technologies and to consider accessibility when implementing or updating digital tools and systems.

3.4 Communication, Other Than ICT

CFOC-NLF is committed to accessible communication with employees, customers and members of the public. CFOC-NLF's Accessibility Plan provides for monitoring its communication practices for potential barriers and, where appropriate, adapting its methods of communication to respond to individual accessibility needs.

No barriers relating to communication, other than ICT, were identified during the reporting period. CFOC-NLF continues to welcome feedback about barriers people may encounter when communicating with it.

3.5 Procurement of Goods, Services and Facilities

CFOC-NLF recognizes the role that its procurement practices play in preventing barriers. CFOC-NLF's Accessibility Plan provides for monitoring its procurement practices and, where accessibility is relevant to a procurement decision, considering the accessibility needs of employees, customers and other users in evaluating available products, services and solutions. No accessibility barriers relating to procurement were identified during the reporting period.

3.6 Design and Delivery of Programs and Services

CFOC-NLF considers accessibility in the design and delivery of its programs and telecommunications services so that persons with disabilities have meaningful opportunities to access and benefit from them. These efforts include the digital-platform and software-compatibility measures described in Section 3.3.

As a telecommunications service provider, CFOC-NLF's accessibility obligations include applicable requirements established by the CRTC under the Telecommunications Act, which complement its obligations under the Accessible Canada Act. CFOC-NLF is committed to complying with the CRTC accessibility requirements applicable to its services, including those relating to accessible customer information, customer service and support, accessible digital service channels, and the promotion of information about accessibility-related services and accommodations.

No barriers relating to the design and delivery of programs and services were identified during the reporting period. CFOC-NLF continues to monitor its programs, services and customer-facing processes and to consider accessibility when developing, modifying or delivering them.

3.7 Transportation

CFOC-NLF does not provide transportation services to the public. CFOC-NLF's technicians and other employees may use vehicles or other forms of transportation in the course of their duties.

No accessibility barriers associated with that transportation were identified during the reporting period, and CFOC-NLF will consider appropriate accommodations or other measures if a transportation-related accessibility need or barrier is identified.

4. CONSULTATIONS

CFOC-NLF recognizes that consultation with persons with disabilities is an important part of identifying, removing and preventing barriers and improving the accessibility of its policies, programs, practices and services.

CFOC-NLF is committed to consulting persons with disabilities during the next reporting cycle. As described in its Accessibility Plan, CFOC-NLF intends to consult through surveys provided to its employees and customers. The surveys will seek feedback from persons with disabilities about barriers they have experienced when interacting with CFOC-NLF, including in relation to its workplace, communications, digital platforms, programs and telecommunications services.

CFOC-NLF will consider the results of that consultation in assessing its accessibility practices and identifying barriers that should be removed and any additional measures that may be appropriate. The manner in which persons with disabilities were consulted, and how their input was taken into account, will be described in CFOC-NLF's next progress report.

5. FEEDBACK

During the 2026 reporting period, CFOC-NLF received two items of feedback through its accessibility feedback process. Both were requests for adjustable sit-stand desks. No other feedback was received during the reporting period.

As noted above in Section 3.2 of this progress report, these requests relate to workstations in CFOC-NLF's physical workplaces, an area in which its Accessibility Plan already provides for accessible workstations, including adjustable-height desks. CFOC-NLF considered the requests in accordance with its workplace accommodation practices and obtained adjustable sit-stand desks to accommodate the employees concerned.

CFOC-NLF values this feedback. The requests and CFOC-NLF's response demonstrate the practical implementation of the accessible-workstation measures identified in its Accessibility Plan. CFOC-NLF will continue to monitor accessibility needs relating to its physical workplaces and workplace accommodations and will take accessibility-related feedback into account in future updates to its Accessibility Plan.

6. LOOKING AHEAD

CFOC-NLF remains committed to improving accessibility and to identifying, removing and preventing barriers for persons with disabilities. In the next reporting cycle, CFOC-NLF will conduct its planned consultation with employees and customers, including persons with disabilities. It will use what it learns, together with feedback received through its accessibility feedback process, to inform its accessibility initiatives, its next progress report and future updates to its Accessibility Plan.

CFOC-NLF invites anyone with feedback on this report or accessibility at CFOC-NLF to contact it using the contact information provided in its published description of the accessibility feedback process.