



Carry Telecom Inc.

2026 Accessibility Progress Report

Published: May, 2026

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## 1. Introduction

Carry Telecom Inc. (“Carrytel”) is committed to improving accessibility and inclusivity across our services, customer support practices, employment practices, communications, digital platforms, and business operations. We recognize that accessibility is an ongoing responsibility and that the identification, removal, and prevention of barriers requires continuous review, consultation, feedback, and improvement.

This document is Carry Telecom’s **2026 Accessibility Progress Report** prepared under the **Accessible Canada Act** and the **CRTC Accessibility Reporting Regulations**. It provides an update on the progress made since our 2025 Accessibility Progress Report and continues to report on the implementation of our **2024–2027 Accessibility Plan**.

This progress report is intended to describe:

1. Carry Telecom’s policies, programs, practices, and services in relation to the identification and removal of barriers and the prevention of new barriers;
2. The manner in which Carry Telecom consulted persons with disabilities in the preparation of this progress report; and
3. Information concerning feedback received through Carry Telecom’s accessibility feedback process and how that feedback was taken into consideration.

Carry Telecom understands that accessibility is not a one-time project. It is an ongoing process that requires regular evaluation, clear accountability, and a willingness to adapt our services and internal practices based on feedback from customers, employees, applicants, visitors, vendors, and the public.

During this reporting period, Carry Telecom continued to review its accessibility practices in the following areas:

- Employment practices;
- Built environment and physical accessibility;
- Procurement of goods, services, and facilities;
- Information and communication technologies;
- Design and delivery of programs and services;
- Communications beyond information and communication technologies; and
- Transportation, where applicable.

Carry Telecom does not provide transportation services. Therefore, this report confirms that there are currently no transportation-specific accessibility initiatives applicable to Carry Telecom’s business operations.

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## 2. General Accessibility Commitment and Feedback Process

Carry Telecom is committed to providing services and employment practices that respect the dignity, independence, integration, and equal opportunity of persons with disabilities. We aim to ensure that customers, employees, applicants, vendors, and members of the public can interact with Carry Telecom in a way that is accessible, respectful, and responsive to individual needs.

Carry Telecom maintains an accessibility feedback process to receive comments, concerns, and suggestions related to accessibility barriers. We encourage customers, employees, applicants, visitors, vendors, and the public to contact us if they experience an accessibility barrier or have suggestions for improvement.

Accessibility feedback may be submitted through the following channels:

**Online Form:** [https://www.carrytel.ca/accessibility\\_feedback\\_form.aspx](https://www.carrytel.ca/accessibility_feedback_form.aspx)

**Telephone:** 647-560-4448

Monday to Saturday: 10:00 AM to 9:00 PM EST

Sunday: 10:00 AM to 7:00 PM EST

**Email:** [accessibility@carrytel.ca](mailto:accessibility@carrytel.ca)

**Mail:**

Attn: Accessibility

Carry Telecom Inc.

Suite #301, 3550 Victoria Park Avenue

North York, ON M2H 2N5

**Social Media:** <https://www.facebook.com/CarryTelecomInc>

Individuals may provide accessibility feedback anonymously. When feedback is not submitted anonymously and contact information is provided, Carry Telecom will acknowledge receipt and respond using the same method of communication, unless the individual requests another communication method.

Feedback received through these channels is reviewed internally and may be shared with relevant departments, including customer service, human resources, operations, website management, and management teams, as appropriate. Carry Telecom uses accessibility feedback to help identify barriers, assess existing practices, and support future improvements.

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## 3. Policies, Programs, Practices and Services in Relation to the Identification and Removal of Barriers and the Prevention of New Barriers

This section describes Carry Telecom’s policies, programs, practices, and services related to the identification and removal of accessibility barriers and the prevention of new barriers. It also provides updates on actions taken during the reporting period and identifies next steps.

### 3.1 Employment Practices

Carry Telecom is committed to providing an inclusive and accessible work environment. We recognize that barriers may arise during recruitment, hiring, onboarding, training, workplace communication, performance management, accommodation processes, and day-to-day work activities.

#### 3.1.1 Barrier: Accessibility in the Job Application and Recruitment Process

Carry Telecom previously identified that job seekers and applicants may encounter barriers when applying for positions or participating in interviews. These barriers may include difficulty accessing job postings, unclear accommodation language, limited interview format options, or uncertainty about how to request accommodation.

#### Progress in 2026

During the reporting period, Carry Telecom continued to include accessibility and accommodation language in job postings and recruitment communications. We continued to advise applicants that accommodations are available upon request during the recruitment and selection process.

Carry Telecom also continued to support alternative interview arrangements where appropriate, including virtual interviews, additional response time, or other reasonable adjustments based on the applicant’s needs and the nature of the position.

#### Ongoing and Future Actions

Carry Telecom will continue to:

- Review job postings to ensure they include clear accommodation language;
- Inform candidates that accommodations are available during recruitment;
- Review applicant feedback, where available, to identify possible barriers in recruitment;
- Provide reasonable accommodations during interviews and assessments;
- Encourage hiring managers and supervisors to consider accessibility during recruitment and onboarding; and

- Review recruitment practices on an ongoing basis to prevent new barriers.

### 3.1.2 Barrier: Employee Accommodation and Inclusion

Carry Telecom previously identified that employees may face barriers in performing their work and may require accommodation, accessible tools, flexible arrangements, ergonomic support, or clear internal processes for raising accessibility concerns.

#### Progress in 2026

During the reporting period, Carry Telecom continued to support employees who requested workplace accommodation or accessibility-related assistance. Where appropriate, Carry Telecom reviewed employee needs on a case-by-case basis and worked to identify reasonable solutions.

Carry Telecom continued to maintain internal communication channels that allow employees to raise accessibility concerns confidentially. We also continued to remind management and staff that accessibility and accommodation are part of our broader commitment to a respectful and inclusive workplace.

#### Ongoing and Future Actions

Carry Telecom will continue to:

- Encourage employees to raise accessibility concerns or accommodation needs;
- Review accommodation requests individually and confidentially;
- Provide reasonable workplace accommodations where appropriate;
- Review internal policies and communication practices to support employees with disabilities;
- Provide management with reminders or training about accommodation obligations and respectful communication; and
- Monitor employee feedback to prevent new workplace accessibility barriers.

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## 3.2 Built Environment

Carry Telecom recognizes that physical spaces may create barriers for customers, visitors, employees, and vendors. Barriers may relate to entrances, reception areas, restrooms, signage, pathways, seating, lighting, or the overall layout of customer-facing and employee areas.

### 3.2.1 Barrier: Physical Accessibility in Offices and Customer-Facing Areas

Carry Telecom previously identified that customers and visitors may experience challenges when moving around Carry Telecom service areas, including entrances, restrooms, and other publicly accessible spaces.

## Progress in 2026

During the current reporting period, Carry Telecom continued to review the accessibility of its office and customer-facing areas where applicable. Carry Telecom recognizes that some physical accessibility matters may involve building-controlled areas and may require review with the property management team when appropriate.

## Ongoing and Future Actions

Carry Telecom will continue to:

- Review customer-facing and employee areas for possible accessibility barriers;
- Work with building management on accessibility-related building matters;
- Consider accessibility when planning office layout changes or renovations;
- Maintain clear pathways in customer-facing and employee areas;
- Review visitor and employee feedback about physical accessibility; and
- Continue to identify opportunities to remove and prevent physical accessibility barriers.

### 3.2.2 Barrier: Signage and Wayfinding

Carry Telecom previously identified that customers and visitors may experience difficulty navigating service areas due to unclear, inconsistent, or inaccessible signage.

## Progress in 2026

During the previous reporting period, Carry Telecom reported that standardized signage had been designed and installed in certain areas, including directional signage for reception. During the current reporting period, Carry Telecom continued reviewing signage and wayfinding needs.

Carry Telecom recognizes that accessible signage should be clear, easy to understand, consistently placed, and designed with consideration for persons with visual, cognitive, or mobility-related disabilities.

## Ongoing and Future Actions

Carry Telecom will continue to:

- Review signage for clarity, consistency, placement, and readability;
  - Consider accessible signage options, including tactile or Braille signage where appropriate;
  - Use simple language and clear visual direction in signs;
  - Consider feedback from customers, employees, and visitors; and
  - Ensure future signage updates consider accessibility from the beginning.
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### 3.3 Procurement of Goods, Services and Facilities

Carry Telecom recognizes that procurement decisions can create or prevent accessibility barriers. Goods, services, facilities, software, digital tools, customer-facing systems, office equipment, and vendor services should be reviewed with accessibility in mind where relevant.

#### Barrier: Accessibility Considerations in Procurement

Carry Telecom previously identified that accessibility barriers may arise if accessibility is not considered during procurement. This may affect employees, vendors, customers, or members of the public.

#### Progress in 2026

Carry Telecom continued to consider accessibility in procurement decisions where relevant. During the previous reporting period, procurement templates were updated to request that vendors describe how their products or services are accessible. During the current reporting period, Carry Telecom continued to review procurement practices and vendor expectations.

Accessibility considerations may include the accessibility of software, documents, customer-facing tools, communications, service platforms, physical equipment, and vendor support processes.

#### Ongoing and Future Actions

Carry Telecom will continue to:

- Consider accessibility when selecting new products, services, software, or vendors;
- Ask vendors to provide accessibility-related information where appropriate;
- Review procurement documents for accessibility language;
- Consider accessible formats for procurement-related documents;
- Encourage employees involved in procurement to identify accessibility considerations early; and
- Prevent new barriers by including accessibility as part of procurement planning.

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### 3.4 Information and Communication Technologies and Design and Delivery of Programs and Services

Carry Telecom understands that digital services, websites, customer portals, customer support tools, online forms, email communications, and internal platforms can create barriers if they are not designed or maintained with accessibility in mind.

Carry Telecom also recognizes that accessibility is important in the design and delivery of customer service programs, technical support processes, billing communications, and internal procedures.

### 3.4.1 Barrier: Website Accessibility and Visibility of Accessibility Information

Carry Telecom previously identified that although accessibility information was available on its website, it required improved visibility, structure, and usability. Customers with disabilities may experience barriers if accessibility-related information is difficult to find or if online information is not accessible.

#### Progress in 2026

During the previous reporting period, Carry Telecom redesigned its Accessibility section to make it more prominent and user-friendly. Carry Telecom also added accessibility resources and feedback information to support customers and members of the public.

During the current reporting period, Carry Telecom continued reviewing its website content and accessibility information. We continued to consider accessibility when making website updates and customer-facing content changes.

Carry Telecom recognizes that website accessibility includes clear navigation, readable content, accessible document formats, appropriate contrast, keyboard navigation, compatibility with assistive technologies, and simple language.

#### Ongoing and Future Actions

Carry Telecom will continue to:

- Review website updates for accessibility considerations;
- Make accessibility information easier to locate;
- Maintain clear contact information for accessibility feedback;
- Use clear and simple language in customer-facing accessibility content;
- Review documents published online for accessible formatting where possible;
- Consider assistive technology testing for key webpages; and
- Work toward maintaining electronic accessibility consistent with WCAG Level AA expectations where applicable.

### 3.4.2 Barrier: Customer Support Communication Barriers

Carry Telecom previously identified that some customers may experience barriers when communicating with sales, support, billing, or technical support agents. These barriers may affect customers with visual, auditory, cognitive, communication, language-related, or technology-related disabilities.

## Progress in 2026

During the previous reporting period, Carry Telecom trained frontline agents on accessible interaction practices, including the use of plain language. Carry Telecom also created visual and written guides to support customers with cognitive or language-related challenges.

During the current reporting period, Carry Telecom continued to encourage staff to communicate clearly, patiently, and respectfully with customers. Carry Telecom also continued to review customer interactions and internal procedures to identify areas where clearer communication may reduce confusion and improve accessibility.

Carry Telecom recognizes that telecommunications customers may contact us for complex matters, including installation, troubleshooting, billing, cancellations, equipment returns, service changes, and provider-related issues. Clear communication is important to ensure customers can understand their options, next steps, responsibilities, and available support.

## Ongoing and Future Actions

Carry Telecom will continue to:

- Encourage plain-language communication in customer support interactions;
- Provide employees with internal guidance on accessible customer service;
- Review customer-facing templates for clarity and accessibility;
- Support customers who request alternative communication methods where reasonable;
- Review whether accessibility-related calls or requests should be routed to trained staff; and
- Use feedback and call review findings to prevent communication barriers.

### 3.4.3 Barrier: Internal Accessibility Knowledge and Training

Carry Telecom previously identified that employees require clear internal resources to understand accessibility obligations, customer support expectations, and available resources.

## Progress in 2026

Carry Telecom continued to maintain accessibility-related information for employees and to remind staff of the importance of respectful, accessible, and clear communication. Accessibility information remains part of Carry Telecom's ongoing internal improvement efforts.

## Ongoing and Future Actions

Carry Telecom will continue to:

- Maintain internal accessibility resources;
  - Make accessibility guidance available to frontline staff;
  - Provide reminders or refresher training where needed;
  - Encourage escalation of accessibility-related questions to management or trained staff;
  - Review internal procedures for accessibility gaps; and
  - Consider accessibility when updating customer service workflows.
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## 3.5 Communications Beyond Information and Communication Technologies

Carry Telecom recognizes that communications outside of digital platforms may also create barriers. This may include printed documents, phone conversations, mailed letters, invoices, service notices, equipment return instructions, and in-person communication.

### Barrier: Alternative Communication Formats

Carry Telecom previously identified that some customers may require communications in alternative formats, such as large print, plain language, or other accessible formats.

### Progress in 2026

During the previous reporting period, Carry Telecom reported that printed invoices and key service communications could be made available upon request in large print. During the current reporting period, Carry Telecom continued to consider requests for alternative communication formats on a case-by-case basis.

Carry Telecom also continued to focus on clear and simple communication in customer-facing notices, support interactions, and internal templates.

### Ongoing and Future Actions

Carry Telecom will continue to:

- Provide alternative communication formats where reasonable and available;
  - Use clear and simple language in important customer communications;
  - Review templates and notices for clarity;
  - Consider audio or other alternative formats for future implementation where feasible;
  - Support customers who require assistance understanding service information; and
  - Consider accessibility when preparing new customer-facing communications.
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## 3.6 Transportation

Carry Telecom does not provide transportation services and does not operate transportation programs for customers or the public. Based on our current operations, transportation-related accessibility barriers are not applicable to Carry Telecom at this time.

Carry Telecom will continue to monitor its business activities. If transportation-related services become part of Carry Telecom's operations in the future, Carry Telecom will assess related accessibility obligations and update its accessibility planning accordingly.

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## 3.7 Prevention of New Barriers

In addition to identifying and removing existing barriers, Carry Telecom recognizes the importance of preventing new barriers before they are created. During the reporting period, Carry Telecom continued to consider accessibility in its internal reviews, customer communications, website updates, procurement practices, and employee support processes.

Carry Telecom's barrier prevention efforts include:

- Maintaining accessibility feedback channels so that customers, employees, and the public can report concerns;
- Encouraging staff to use clear, respectful, and plain-language communication;
- Reviewing customer-facing templates and procedures for clarity;
- Considering accessibility when updating website content and online documents;
- Considering accessibility when selecting vendors, software, tools, or services;
- Maintaining internal awareness of accessibility obligations;
- Reviewing office and customer-facing areas for possible physical barriers; and
- Considering accommodation requests in recruitment and employment processes.

Carry Telecom will continue to improve its barrier-prevention practices during the remaining period of the 2024–2027 Accessibility Plan.

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## 4. Consultation with Persons with Disabilities in the Preparation of this Progress Report

Carry Telecom recognizes that persons with disabilities should be involved in the development, review, and improvement of accessibility policies, plans, practices, and progress reports. Consultation helps ensure that accessibility efforts are informed by

lived experience and that barriers are identified from the perspective of the people who may be affected by them.

In preparing this Accessibility Progress Report, Carry Telecom considered feedback and input from the following sources:

- Accessibility-related feedback submitted through Carry Telecom’s published feedback channels;
- Customer service interactions and customer support experiences that may involve accessibility-related concerns;
- Internal employee feedback and accommodation-related discussions;
- Input from departments involved in customer service, technical support, billing, human resources, operations, and website management;
- Prior consultation findings and commitments reflected in Carry Telecom’s 2024–2027 Accessibility Plan; and
- Accessibility-related observations from staff responsible for customer-facing processes and internal policy implementation.

During this reporting period, Carry Telecom did not conduct a separate formal consultation session exclusively for persons with disabilities. However, Carry Telecom considered accessibility-related feedback received through its published feedback process, customer service interactions, employee feedback, and the commitments set out in its 2024–2027 Accessibility Plan when preparing this progress report. Carry Telecom recognizes that direct consultation with persons with disabilities is an important part of accessibility reporting and will continue to improve its consultation process for future reports.

Carry Telecom will continue to seek opportunities to consult persons with disabilities in a meaningful way, including through feedback channels, employee engagement, customer feedback, and, where feasible, consultation with individuals or organizations with accessibility expertise.

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## 5. Feedback Received Through the Accessibility Feedback Process and How It Was Taken Into Consideration

Carry Telecom maintains an accessibility feedback process that allows customers, employees, applicants, visitors, vendors, and members of the public to submit feedback about accessibility barriers. Feedback may be provided by telephone, email, mail, website, social media, or other available communication channels. Feedback may also be provided anonymously.

During the reporting period, Carry Telecom reviewed feedback received through its accessibility feedback channels and customer service processes. Feedback was considered to help identify whether existing accessibility practices were effective and whether additional actions were required.

The feedback and accessibility-related observations reviewed during the reporting period related to the following general areas :

- Website accessibility, including the visibility and ease of use of accessibility information and feedback options;
- Customer support communication, including the need for clear, patient, and easy-to-understand explanations;
- Alternative communication formats, including requests or considerations related to large print, plain language, or other accessible formats;
- Office access, signage, and wayfinding, including the clarity and visibility of directions in customer-facing areas; and
- General accessibility awareness, including how employees identify, escalate, and respond to accessibility-related inquiries.

Carry Telecom reviewed this feedback and considered it when assessing progress under the 2024–2027 Accessibility Plan. Where appropriate, the feedback was shared with relevant departments for review and follow-up.

Actions taken or considered in response to feedback included:

- Reviewing website accessibility information and feedback channels;
- Updating or clarifying customer-facing communications;
- Reminding staff to use clear and simple language;
- Reviewing internal support procedures;
- Considering alternative communication formats where feasible;
- Reviewing physical accessibility concerns with building management where applicable; and
- Considering feedback when identifying next steps for 2026–2027.

Carry Telecom will continue to promote its accessibility feedback channels and encourage customers, employees, applicants, visitors, vendors, and members of the public to report accessibility barriers or provide suggestions for improvement. Feedback received will continue to be tracked, reviewed, and used to inform future accessibility planning, service improvements, staff awareness, and progress reports.

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## 6. Summary of Progress and Next Steps

Carry Telecom has continued to make progress under its 2024–2027 Accessibility Plan. During this reporting period, Carry Telecom focused on maintaining and improving accessibility-related practices in employment, customer support, website content, internal communication, procurement, physical spaces, and alternative communication formats.

Key areas of progress and continued focus include:

- Continuing to include accommodation language in recruitment and hiring processes;
- Supporting employees who request accommodation or accessibility-related assistance;
- Monitoring office and customer-facing areas for physical accessibility barriers;
- Continuing work on signage, wayfinding, and physical accessibility improvements;
- Considering accessibility in procurement and vendor selection;
- Maintaining accessibility information and feedback channels on the Carry Telecom website;
- Encouraging clear and accessible customer support communication;
- Reviewing alternative communication formats where reasonable and feasible;
- Continuing to identify and prevent new barriers; and
- Preparing this Second Accessibility Progress Report in accordance with applicable accessibility reporting requirements.

Carry Telecom recognizes that some accessibility initiatives remain ongoing. During the next reporting period, Carry Telecom intends to continue focusing on:

- Improving consultation with persons with disabilities;
  - Continuing to monitor and document accessibility feedback;
  - Reviewing website and document accessibility;
  - Strengthening internal accessibility guidance for staff;
  - Continuing to review procurement practices with accessibility in mind;
  - Reviewing customer support communication practices for clarity and accessibility;
  - Following up on physical accessibility and signage improvements where applicable; and
  - Preparing for continued accessibility reporting under the 2024–2027 Accessibility Plan.
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## 7. Publication and Accessibility of this Report

This Accessibility Progress Report is published on Carry Telecom's website in clear, simple, and concise language. Carry Telecom will make reasonable efforts to ensure that the electronic publication of this report meets Level AA conformance under the Web Content Accessibility Guidelines.

Carry Telecom will notify the Canadian Radio-television and Telecommunications Commission of the publication of this report and provide the website address where the report is available.

Upon request, Carry Telecom will make reasonable efforts to provide this report in an accessible format.

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## 8. Closing Statement

Carry Telecom remains committed to improving accessibility and reducing barriers for persons with disabilities. We understand that accessibility requires continuous attention, consultation, feedback, and practical action. Through the implementation of our 2024–2027 Accessibility Plan, our annual progress reporting, and our ongoing review of customer and employee experiences, Carry Telecom will continue working toward a more accessible and inclusive environment for all.