



Granite Telecommunications, LLC
Accessible Canada Act
Progress Report
as of June 1, 2024

Pursuant to Subsection 51(1) of the Accessible Canada Act (Act) and Section 29 of the of the Canadian Radio-television and Telecommunications Commission’s *CRTC Accessibility Reporting Regulations*, Granite Telecommunications, LLC (“Granite”) provides this report on its policies, programs, practices and services in the identification and removal of barriers, and the prevention of new barriers for accessibility to the disabled through implementation of Granite’s *Accessible Canada Act Feedback Process Description*, as amended.¹

Granite is a Massachusetts, U.S. - headquartered Class 2² non-facilities-based provider of telecommunications, interconnected Voice over Internet Protocol, and other services in Canada and the U.S. Granite’s services are provided exclusively to enterprise and smaller commercial subscribers in Canada. Granite’s *Accessible Canada Act Feedback Process Description* sets forth the Company’s plan for receiving and acting on feedback regarding the manner in which Granite is implementing its accessibility plan and potential barriers that may be encountered by persons who interact with Granite in Canada.

At no time since Granite’s initiation of service in Canada has Granite been contacted by subscribers or members of the public to report a barrier or other impediment for accessibility to the disabled nor Granite identified any accessibility barrier or impediment to the disabled in Canada.

As set forth in its *Accessible Canada Act Feedback Process Description*, should Granite be contacted by an employee of a Granite subscriber for whom the subscriber employer has not otherwise made necessary accommodations for the employee to interact with Granite in Canada or the U.S., Granite will coordinate with its subscriber company to make appropriate accommodations for the subscriber company’s employees to interact with Granite. Granite does not maintain physical facilities in Canada that would otherwise require physical accommodations for employees, subscribers, or members of the public.

Granite remains committed to removal of any potential accessibility barriers to the disabled, should such barriers be identified. Granite will continue to inform the CRTC of amendments to its Feedback Process Description and update its Progress Report if amendments and additional updates are required.

Questions may be directed to Granites *Accessible Canada Act Feedback Process Description* contact.

¹ See Granite’s [Accessible Canada Act Feedback Process Description](#). The Company’s *Accessible Canada Act Feedback Process Description* remains current since amended in July 2023, following additional CRTC guidance.

² “... private sector entities that have 100 or more employees” (see CRTC [Telecom and Broadcasting Information Bulletin CRTC 2022-117](#))