Prime Communications Services Ltd.

2026 Accessibility Progress Report

Publication date: October 2026
Reporting period: June 2026 – June 2027
This report describes Prime Communications Services Ltd.'s approach to identifying, removing and preventing accessibility barriers.

1. General and feedback process

Organization: Prime Communications Services Ltd.
Address: #21, 1339 – 40 Avenue NE, Calgary, AB T2E 8N6
Phone: 1-403-531-0025
Accessibility feedback contact: P.Penner, Sales/Customer Service
Email: ppenner@prime-communications.com
Prime welcomes feedback about accessibility barriers and requests for accessible formats. Feedback may be provided by phone, email or mail using the contact information above. Prime will review feedback and consider reasonable steps to address identified barriers.

2. Operating environment

Prime Communications Services Ltd. operates from a business office that is not a customer-facing retail or service location. Customers are not generally received at the office for walk-in service. Accordingly, accessibility measures relating to public reception areas are not central to Prime's service model. Prime will continue to consider accessibility for employees, visitors attending by prior booked appointments, and customers interacting with the company through telephone, email, digital documents and other service channels.

3. Employment

Prime will consider accessibility and accommodation needs in recruitment, onboarding and the workplace. Employees may raise accommodation requests with management. Progress/actions during 2026: No actions identified/required or taken at this time.

4. Built environment

The office is not a customer-facing location. Prime will maintain a safe and orderly work environment and consider accessibility needs for employees and visitors attending by prior booked appointments. Building access and common areas are controlled by the property owner or building management. Barriers identified and actions taken: Regular office access audits taken and all office access for employees/visitors are kept clear and unimpeded. Additional steps are taken during weather events such as heavy snowfall.

5. Information and communication technologies (ICT)

Prime communicates with customers and suppliers by telephone, email, digital documents and other electronic tools. Prime will consider accessibility when preparing documents and using digital tools and will respond to requests for accessible formats where practical. Progress/actions during 2026: No barriers identified in 2026.

6. Communication other than ICT

Prime will consider individual communication needs and, where possible, provide information in an alternative format or adjust how information is communicated when requested. Progress/actions during 2026: Remove any identified barriers to improve how we communicate with customers. No barriers identified to date.

7. Procurement of goods, services and facilities

When selecting relevant equipment, software or services, Prime will consider accessibility where it is relevant to the intended use and reasonably available information. Progress/actions during 2026: Remove identified barriers into procurement processes where practical. No barriers identified to date.

8. Design and delivery of programs and services

Prime provides business telecommunications products, services and support through remote and scheduled channels on individual customers locations rather than a walk-in location. Prime will consider accessibility needs when discussing solutions, delivering support and providing customer information. Progress/actions during 2026: Remove identified barriers to enhance our products/services for our customers where possible. No barriers identified to date.

9. Transportation

Prime does not provide transportation services. This area is not applicable to the company's current operations.

10. Consultation with persons with disabilities

Prime Communications does not operate a walk-in, customer-facing model. All consultations are informal with existing customers and employees and all feedback has been positive. No direct consultation has occurred as of report date. Consultation completed: N/A

11. Feedback received and how it was considered

No feedback has been received as of report date.

12. Next steps

Prime will continue to consider accessibility in its employment practices, communications, technology, procurement and service delivery; review feedback; and update its accessibility documentation as required.