



ACCESSIBLE CANADA ACT
FIRST PROGRESS REPORT
By EPSILON TELECOMMUNICATIONS LIMITED
(June 1, 2025)

Epsilon Telecommunications Limited (“Epsilon”) is a telecommunications services provider (T3 reseller) registered with and regulated by the Canadian Radio-television and Telecommunications Commission. This Accessibility Plan is published pursuant to the requirements of the Accessible Canada Act (“ACA”).

GENERAL INFORMATION

Epsilon holds a resale license from the CRTC and operates as wholesale providers of telecommunications services on a resale basis. Epsilon does not have employees, retail customers or office locations in Canada.

Epsilon’s global corporate headquarters are located at 151 Lorong Chuan #06-01A New Tech Park Singapore 556741.

COMPLIANCE WITH SUBSECTION 51(1) of the ACA

Epsilon allocates the necessary internal resources to ensure the implementation of accessibility standards across our customer facing systems and to be responsive to feedback we receive.

Employees, customers, members of the public and all others may contact the designated Accessibility Officer via email to Epsilon_Legal@epsilontel.com or by post addressed to The Accessibility Officer, 151 Lorong Chuan #06-01A New Tech Park Singapore 556741. You will receive an email confirmation of receipt of your feedback. Any personal information provided will be kept strictly confidential unless you consent to its disclosure. Anonymous feedback will be considered on an equal basis to any other feedback that we receive. However, we will not have the ability to acknowledge receipt of anonymous feedback.

For the period from 1 June 2024 through the date of this filing, Epsilon has not received any emails, calls, letters or anonymous submissions about the ACA.

COMPLIANCE WITH SUBSECTION 53(4) of the ACA

Epsilon is interested in learning what features and functionalities it (potential) customers end users and welcomes their feedback. However, no feedback has been received to date.

COMPLIANCE WITH SUBSECTION 53(5) of the ACA

Epsilon did not receive any emails, calls, letters or anonymous submissions with respect to the ACA for the previous year.

COMMITMENT TO REMOVING BARRIERS

Epsilon is committed to removing barriers for customers anywhere it operates in Canada and elsewhere.

Electronic publication meets requirements of Level AA conformance in the WEB Content Accessibility Guidelines (WCAG).