

Accessibility Statement

Last updated: September 25, 2026

1. Our Commitment

Core Fiber and each Core Fiber operating company (collectively, "Company") are committed to ensuring that our digital properties and telecommunications services are accessible to all individuals, including people with disabilities. This commitment applies to our websites, customer account portals, mobile applications, and telecommunications services. This Statement is informational and does not create contractual rights; the Core Fiber General Terms & Conditions and your Subscriber Agreement & Service Order govern your service.

We believe that all customers deserve equal access to information, services, and communication tools, and we continuously work to improve the accessibility and usability of our digital properties.

2. Conformance Standards

Target Standard: Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, published as a W3C Recommendation in October 2023. WCAG 2.2 builds upon WCAG 2.1 with additional success criteria focused on improved accessibility for users with cognitive and learning disabilities, users with low vision, and users with motor disabilities. Key new criteria include focus appearance requirements, alternatives for dragging interactions, and minimum target size specifications.

Existing digital properties are being progressively updated from WCAG 2.1 Level AA conformance to full WCAG 2.2 Level AA conformance. All new digital properties and significant updates are designed and developed to meet WCAG 2.2 Level AA from the outset.

Telecommunications Accessibility: The Company complies with Section 255 of the Communications Act, which requires telecommunications services and equipment, including interconnected VoIP services, to be accessible to and usable by people with disabilities where readily achievable, and with the Twenty-First Century Communications and Video Accessibility Act (CVAA), which requires advanced communications services and equipment to be accessible unless doing so is not achievable. Customers may reach telecommunications relay services by dialing 711.

3. Measures Taken

The Company has taken the following measures to ensure accessibility:

- Established internal accessibility policies and standards that align with WCAG 2.2 Level AA and applicable federal requirements.

- Provided accessibility training and awareness programs for employees involved in digital content creation, development, and customer service.
- Implemented ongoing monitoring and testing of digital properties using both automated tools and manual evaluation methods, including testing with assistive technologies.
- Conducted periodic third-party accessibility audits of key digital properties and services.
- Integrated inclusive design principles into our development lifecycle, ensuring accessibility is considered from the design phase through deployment and maintenance.
- Included accessibility requirements in procurement processes for third-party tools, platforms, and content.

4. Known Limitations and Remediation

While we strive for full conformance, some areas of our digital properties may not yet be fully accessible. We maintain an active remediation program with the following timelines:

Critical issues (barriers that prevent access to essential functions): remediated as promptly as practicable, with priority over all other accessibility work.

Significant issues (barriers that substantially impede use but have workarounds): remediated as promptly as practicable.

Minor issues (issues that cause inconvenience but do not prevent access): addressed in the normal course of updates.

We maintain an internal accessibility roadmap detailing our progress and upcoming improvements.

5. Compatibility

Our digital properties are designed to be compatible with the following assistive technologies and browsers:

Assistive Technologies: Common screen readers (including JAWS, NVDA, and VoiceOver), screen magnification software, speech recognition software, and keyboard-only navigation.

Browsers: Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge (latest two stable versions of each).

6. Third-Party Content

Our digital properties may include content or functionality provided by third parties, such as embedded maps, payment processors, social media widgets, or analytics tools. While we

select third-party tools with accessibility in mind, some third-party content may not fully conform to WCAG 2.2 Level AA standards.

The Company encourages third-party partners and vendors to maintain accessible products and services and includes accessibility requirements in vendor agreements where feasible.

7. Voluntary Product Accessibility Template (VPAT)

For enterprise and government customers subject to Section 508 of the Rehabilitation Act, the Company provides Voluntary Product Accessibility Templates (VPATs) documenting the conformance of our products and services with applicable accessibility standards.

VPATs are available upon request by contacting accessibility@corefiber.com. VPATs are reviewed and updated periodically and when significant product changes occur.

8. Feedback and Contact

We welcome feedback on the accessibility of our digital properties and services. If you experience any accessibility barriers or have suggestions for improvement, please contact us:

Email: accessibility@corefiber.com

Phone: 855-267-3342 (TTY: dial 711)

Mail: Core Fiber, 4015 S Lincoln Ave, Suite 500, Loveland, CO 80537

We will acknowledge accessibility feedback promptly and provide a substantive response, including any planned remediation steps, within a reasonable timeframe.

Filing Complaints: If you believe that the Company has not adequately addressed your accessibility concern, you may file a complaint with the Federal Communications Commission (FCC) at [fcc.gov/consumers/guides/filing-informal-complaint](https://www.fcc.gov/consumers/guides/filing-informal-complaint) or with the U.S. Department of Justice (DOJ) Civil Rights Division.

Effective Date: This Statement takes effect as provided in Section 20 of the General Terms.