



Accessibility Feedback Process

In order to improve the accessibility of its products and services, Videotron is reaching out to individuals living with a disability and inviting them to share their comments on the subject.

Submitting your Feedback

To submit your feedback, in accordance with the *Canadian Accessibility Act* and the *Accessibility Reporting Requirements Regulations*, or to request an adapted format of this document (paper format, regular print, large print, Braille, audio format, electronic format, or other agreed-upon formats), please choose one of the following communication methods:

Online Form

- Residential Services: [Accessibility Feedback Form](#)

Email: accessibilite.retroaction@support.fizz.ca

By providing us with feedback, you consent to the collection, use and storage of the personal information you have provided so that we may respond to your questions and act to improve our service delivery.

Except for feedback submitted anonymously, an acknowledgment will be sent to you upon receipt of your feedback.

Feedback is received by Jean-François Gagnon, General Director of Strategic Alignment, Operations.

Anonymity

Your feedback can be submitted anonymously by using our online form and setting the selection “Submit feedback anonymously” selection value to “Yes,” or simply leaving all the personal information fields blank.

However, if you would like to receive this document in an alternative format, you must provide us with information enabling us to send it to you.

For more information:

Canadian Accessibility Act

Regulations on Accessibility Reporting Requirements by the Canadian Radio-television and Telecommunications Commission

Last updated: July 18, 2023