



Feedback Process Description

In order to improve the accessibility of its products and services, Fizz 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 *Accessible Canada Act* and the *Accessibility Reporting Regulations*, or to request an alternative format of the *Feedback Process Description* (paper format, regular print, large print, Braille, audio, electronic, or other agreed-upon formats), choose one of the following communication methods:

- Fill out our online form: <https://videotron.com/en/accessibility/feedback?source=fizz>
- Send your feedback or request by email to accessibilite.retroaction@support.fizz.ca
- Send a request through our online chat on our website. One of our agents will be able to contact you by telephone if you request it.

Feedback will be received by Sylvain Brosseau, Senior Vice President, Operations and Customer Service at Videotron.

Anonymity

Your feedback can be submitted anonymously.

To submit your feedback anonymously through our online form, you may check the box with this instruction or simply leave blank all the personal information fields.

However, if you would like to receive the *Feedback Process Description* in an alternative format, you must provide us with information enabling us to send it to you.

For more information:

[*Accessible Canada Act*](#)

[*Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations*](#)