

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 *Accessible Canada Act* and the *Accessibility Reporting Regulations*, or to request an alternative format of this document (paper format, regular print, large print, Braille, audio, electronic, or other agreed-upon formats), choose one of the following communication methods:

Online form

- Residential services: [Accessibility Feedback Form](#)
- Business services: [Accessibility Feedback Form](#)

Email: accessibilite.retroaction@videotron.com

Customer Service by phone

- Residential services: 1 877 512-0911
- Business services: 1 877 512-8590

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 provided anonymously, an acknowledgement will be sent to you upon receipt of your feedback.

Feedback is received by Jean-François Gagnon, General Manager, Strategic Alignment of Operations, Customer Contact Centres.

Anonymity

Your feedback can be submitted anonymously by using our online form and changing the “Submit your 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:

[Accessible Canada Act](#)

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