

PRESS RELEASE

For immediate release

2016-2017 CCTS Annual Report Videotron remains first in customer experience

Montréal, November 28, 2017 – The latest report from the Commission for Complaints for Telecom-television Services (CCTS) confirms that Videotron is the customer experience leader. While the CCTS logged an 11% increase in the number of complaints during the past year, complaints about Videotron were down 13.9%. Videotron was the only major telecom industry player to generate fewer complaints.

Videotron also stood out from its main rivals by rigorously fulfilling all its obligations under the two codes of conduct the CRTC has established to protect consumers, the Wireless Code and the Deposit and Disconnection Code. Videotron was the only major telecommunications provider that committed no breaches of either code.

“The focus on customer experience is in our DNA,” said Manon Brouillette, President and CEO of Videotron. “Day after day, we work hard to maintain our lead on this front. Our customers have high expectations and we are more determined than ever to continue improving our processes and services in order to deliver the best customer experience anywhere.”

According to the CCTS annual report, complaints against Videotron about non-disclosure issues or misleading contract information were down 25%. The positive numbers reflect Videotron’s efforts to simplify and clarify its consumer service contracts, in collaboration with the public legal education organization Éducaloi. The new version of the contract, in use since the spring, makes it easier for customers to find their way around the terms and conditions. Helping consumers understand the obligations of both parties is a win-win for all involved.

About Videotron

Videotron (www.videotron.com), a wholly owned subsidiary of Quebecor Media Inc., is an integrated communications company engaged in cable television, interactive multimedia development, Internet access, cable telephone and mobile telephone services. Videotron is a leader in new technologies with its illico interactive television service and its broadband network, which supports high-speed cable Internet access, analog and digital cable television, and other services. As of September 30, 2017, Videotron was serving 1,649,000 cable television customers, including 1,603,900 Digital TV subscribers. The Club illico over-the-top video service had 347,400 members. Videotron is also the Québec leader in high-speed Internet access, with 1,654,100 subscribers to its cable service as of September 30, 2017. As of the same date, Videotron had 990,300 subscriber connections to its mobile telephone service and was providing cable telephone service to 1,205,400 Québec households and organizations. For the twelfth consecutive year, Videotron ranked as Québec’s most respected telecommunications company in the annual Léger survey.

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