

**VIDÉOTRON**  
Une compagnie de Quebecor Media

BY EMAIL

Montreal, September 13, 2012

██████████  
**Subject: Account No ██████████ (the "Account")**

Dear Mr. ██████████:

This is in response to the complaint you filed with the Canadian Radio-television and Telecommunications Commission on August 20, 2012, in regards to the aforementioned Account. Upon reception of your complaint we proceeded to a thorough verification of such Account and we would like to provide you with the following information.


Firstly, we can confirm that on May 21, 2012, the Account holder name in connection with the distribution of Videotron services at ██████████, was changed at the request of the mandatory. Our records also showed that you expressly appointed such mandatory to the Account on or around June 8, 2005.

We further noted the total absence of any request on your part or from the mandatory to expressly maintain the email address account ██████████@videotron.ca active and understand you moved out of the residence before the request for change of the Account holder name was completed.

As explained during our telephone conversation of August 28, 2012, although we understand the inconveniences you may have experienced, we believe our company's actions are compliant with the general principle of law. For all the aforesaid reasons, we inform you that Videotron cannot pay any damages.

In conclusion, we would like to assure you that this issue is not a common one and, as we are always striving to service our customers better, we will analyse our policy thoroughly based on your complaint and detailed remarks.

Sincerely,



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Pascal Desroches  
Senior Manager Customer Relations  
Telephone: 514 380-7109  
Fax: 514 380-7265

c. c. Canadian Radio-television and Telecommunications Commission (Ref. 587853)