

The Telecomm Industry Responds to COVID-19 (as of July 24, 2020)

The following is a non-exhaustive list of steps that the facilities-based service providers (and one device manufacturer) have taken to assist Canadians during the COVID-19 crisis. As the situation evolves measures and dates may change. Please check providers' websites for additional information and latest updates.

BELL

www.bell.ca/Covid-19-update

www.luckymobile.ca/Covid-19-update

www.virginmobile.ca/en/support/covid-19-update.html

- **Bell** and **Virgin** waived all “Roam Better” and Pay Per Use roaming fees for all destinations until April 30
- Waived all extra usage fees (i.e. data caps) for residential and small business Internet plans incurred between March 14 – June 30
- Turbo Hub, Turbo Stick and MiFi customers received an additional 10GB of data and a \$10 credit until June 30
- Accelerating rollout of new Wireless Home Internet (WHI) service across 180 rural communities
 - As of June 23, WHI roll-out is complete, reaching 137,000 more homes than first planned
 - High-speed Internet is now available to rural areas facing national stay-at-home directives
 - To meet rural demand underscored by COVID-19, Internet speeds will be increased this fall (up to 50 mbps downloads and 10 mbps uploads), while expanding WHI in Atlantic Canada
- **Bell** is offering flexible payment through self-serve tools (also applies to **Virgin**)
- **Bell** is reinforcing networks to add critical capacity to support essential services
 - (e.g. hospitals, first responders, banks, government)
 - **Bell** has maintained overall network reliability of 99.99+% throughout the COVID-19 crisis
 - (despite Internet data rising 60% and wireless voice usage rising 200% at peak times)
- **Bell** has introduced Assisted Self-Installation and Repair program (<https://www.bell.ca/myinstall>):
- For equipment being returned, **Bell** is working with **Purolator** to arrange pick ups with zero contact
 - Customers can arrange a home pick up by calling 1-888-744-7123 or visiting purolator.com
- As of June 1, **Bell** stores in malls across Canada are beginning to reopen, except for kiosks and stores in Ontario and the Greater Montreal Area (GMA) where government authorization is still pending
- As provincial restrictions lift and reopenings occur, including at stores with an outdoor entrance in the GMA, **Bell** is implementing extra sanitation measures to protect customers and employees:
 - (e.g. limiting number of clients in store, adding plexiglass divider panels to check out areas)
 - Customers can find all open stores and their operating hours with **Bell**'s online store locator: (https://www.bell.ca/Store_Locator)
 - Customers can also book in-store appointments at some locations, either by telephone or using **Bell**'s online tool: <https://appointments.bell.ca/#topic>
- Call centres have returned to regular operating hours with details available at: <https://www.bell.ca/Covid-19-update#OperatingHours>
- **Bell Media** is offering 30 days of Crave for free to new direct-to-consumer subscribers (previous trial was 7 days)
- **Bell Mobility** is supporting hospitals, shelters and social agencies requiring emergency mobile communications services in every region with complimentary phones and airtime

- Bell Let's Talk announced a \$5 million increase in funding in response to COVID-19 with donations to the **Canadian Red Cross**, **Canadian Mental Health Association (CMHA)**, **Kids Help Phone**, **Revivre** and **Strongest Families Institute (SFI)**
 - With **CMHA**, expanding the national BounceBack program from Ontario, British Columbia and Manitoba to Atlantic Canada, Québec, Saskatchewan, Alberta and the Yukon
 - BounceBack offers free telephone coaching, online videos and skills workbooks to improve the mental well-being of adults and youth 15+
 - **Bell** donated \$1 million to **CMHA** to help address the increased need for remote mental health support during COVID-19
 - Donating \$700,000 to the **Canadian Red Cross** to expand the Friendly Calls program beyond Quebec and Ontario into communities with increased need for mental health services
 - Funding will bring the program to Atlantic Canada with a 70% increase in volunteer capacity to connect vulnerable people who are self-isolated during COVID-19
 - Donating \$1 million to **Kids Help Phone** to enhance crisis support for young people coping with mental health challenges during COVID-19 and beyond
- Bell Let's Talk committed \$650,000 to *SolidaiRevivre*, the \$3,000,000 fundraising initiative by **Revivre** to meet increased demand for mental health services during the COVID-19 pandemic
 - **Revivre's** virtual services promote mental health while respecting social-distancing measures
 - (e.g. online workshops that provide interactive clinical tools for groups and individuals)
 - **Bell's** Northern Canada subsidiary **Northwestel** is increasing monthly data allowances on its most popular regulated Internet packages. Details are available at: <https://www.nwtel.ca/northwestels-update-covid-19-1>
- In partnership with **Northwestel**, **Bell** is donating 1.5 million high-quality N95 and KN95 face masks, valued at approximately \$7.5 million, to the federal, provincial and territorial governments for distribution in every region of the country

COGECO - <https://www.cogeco.ca/en/covid19updates>

- Until further notice, will not terminate services of customers who are unable to pay bills due to C-19 disruptions
- Late payment of fees will be waived temporarily if they are caused by financial situations related to pandemic
- No additional fees charged until April 30 for residential customers working from home without an unlimited plan
 - Company is also migrating customers to higher speeds based on their needs
- Offering a high number of preview channels to Cogeco TV customers for free:
 - Channels include movies, family and local news (list available at: www.cogeco.ca/en/covid19updates#free-previews)
- Voluntarily participating in *Connecting Families*, which offers discounted Internet services to eligible lower income families
- Converting customer visits to self-installation or remote repairs, including through customer-friendly video technology
- Adapted its charity-support activities, as well as community TV programming, to support communities in time of crisis
- Among the first companies pledging to donate to **COVID-19 Emergency Fund of Centraide** (United Way) of Greater Montreal
 - This initiative aims to ensure food security during the C-19 crisis

- Company has additionally decided to support several food banks in local communities across its network

EASTLINK - www.eastlink.ca/about/covid-19-updates

- Actively managing and increasing internet capacity to meet increase in demand
- Committed to suspending disconnections at this time
- Working directly with customers to ensure flexible pay arrangements that reflect their current situation
- Waiving install charges
- Waiving U.S. & International and pay-per-use mobile roaming fees
- Waiving Canadian mobile long distance charges
- Waived data limits on all home and business internet plans until June 30
- Stopped all planned rate increases
- Waiving any service fees for business customers who have had to temporarily close their doors
- Customers can pick up new mobile devices or self-install Internet kits at **Eastlink** pick up locations
 - Customers may also bring their devices to start new mobile plans, or arrange new SIM cards
- Offering online self-serve options for customers, while training team members on the latest precautions to make sure technicians and customers stay safe during home service appointments
- As provinces reopen, **Eastlink** technicians will resume in-home visits for service and installations, taking necessary precautions with respect to:
 - Personal Protective Equipment – technicians will wear gloves, a face mask and eye protection; vehicles will be equipped with hand-washing stations
 - Screening – technicians will ask a few questions outside the home, consistent with what customers are asked when they initially book an appointment
 - Physical Distancing – technicians will keep a physical distance of 2 metres at all times when visiting customers' homes
- Working with partners to provide free access to the latest trusted information 24/7 via CBC News Network, CTV News Channel, and CP24 along with a long list of family, lifestyle and other free preview channels
- Broadcasting live provincial updates on community TV channel in several provinces where **Eastlink** has secured broadcasting partnerships (NS, NL, PEI, ON) to keep customers informed, as well as televising worship services (without congregations) and airing encore presentations of memorable sporting matchups, among other community programs
- On June 14, Eastlink Community TV televised *Heartstrings*, a collection of personal performances by local musicians to offer comfort and support to Canadians during the COVID-19 pandemic
- Communicating consistently and frequently with customers via weekly emails from **Eastlink**'s CEO, weekly newsletter updates, and daily web and social media updates among other communications

ROGERS

about.rogers.com/covid-19/

www.chatrwireless.com/covid-19

<https://www.fido.ca/covid-19/updates>

- **Rogers** and **Fido** waived "Roam Like Home" and Pay Per Use in 180+ countries with roaming until June 30
- **Rogers, Fido, Chatr** waived in-Canada long distance charges on wireless and home phone plans until June 30
- Waived all extra usage fees (i.e. data caps) incurred for residential and small business Internet plans until June 30
- Launched new Rocket Hub plan including larger bucket of data, with additional data for half price:
 - i.e. \$40/month discount on monthly Rocket Hub plan, plus a 50% discount on additional data
- Offered flexible payment options and was not suspending or disconnecting services for customers facing financial difficulties between March 16 and June 30.
- Postponing all previously scheduled price changes until further notice
- Offering 6 months of free access to Microsoft Teams and Office 365 for business customers
- Moved to a fully contactless delivery and set-up model for its Pro On-the-Go service, which includes personalized one-to-one support and phone delivery within hours
 - As of June 26, expanding Pro On-the-Go in parts of Calgary and Edmonton
 - Service is also available in Vancouver, Ottawa, Hamilton, Kitchener, Waterloo, Guelph, Brantford and Cambridge, Ontario
- Implementing a flexible workweek for **Rogers** employees during COVID-19; allowing eligible staff to decrease their hours to 80%, 60%, or take summer leave with a commensurate adjustment to pay
- **Rogers** will help to keep communities connected and safe, and provide donations and digital tools for community organizations in need:
 - Partnering with **Big Brothers Big Sisters of Canada** to provide a donation of smart phones (in collaboration with **Samsung**) and 6 months of free service, to ensure that families who rely on this critical connection get the digital tools and service they need to maintain vital lifelines and social connections
 - Also partnering with **Big Sisters of BC Lower Mainland** to donate devices and tablets with 6 months' free service to ensure families get access to necessary digital tools and services
 - With **Women's Shelters Canada**, raising awareness of the services available to women in need, and providing devices, services, digital tools and technical support for shelters to keep them connected
 - In partnership with B.C. women's shelters and the **Ending Violence Association of B.C.**, **Rogers** is providing free devices and six-month voice & data plans to Canadians with safety needs heightened by COVID-19
 - Partnering with women's shelters in the Greater Toronto Area, Ottawa, Quebec and Southwestern Ontario to provide phones with free voice & data plans
 - Providing free phones with voice & data to women's shelters in PEI, NB, NS, and NL
 - Donating more than 1 million meals to **Food Banks Canada** through employee contributions and corporate donation, and using its television and radio assets, along with its digital and social platforms, for a national awareness campaign
- To mark the 60th anniversary of **Rogers Communications**, the Rogers family donated \$60 million for families in need, with community investments going toward:
 - Feeding Canadians by supporting **Food Banks Canada** (enabling bulk food purchases and food production partnerships with the agricultural sector) and the **Salvation Army** (to facilitate food delivery, disaster relief, and counselling programs)
 - Addressing homelessness and domestic crisis by supporting **Women's Shelters Canada** and providing funding for: shelters located in remote communities, enhanced housing programs, the training of shelter workers, and the mobilization of WSC's national prevention campaign
 - In P.E.I., \$540,000 will go to **Big Brother Big Sisters of P.E.I.**, **Chief Mary Bernard Memorial Women's Shelter**, **Anderson House**, the **P.E.I. Association of Food Banks** and **Salvation Army**

- With **Jays Care Foundation**, **Rogers** is supporting **Food Banks Canada** through the *Step Up to the Plate* initiative, delivering food hampers to Canadian families in need
 - Up to 390,000 hampers will be housed in the Rogers Centre, creating 8 million meals and using **Rogers' Pro On-the-Go** service to facilitate deliveries
 - Through the annual *Give Together* program, hundreds of **Rogers** employees are volunteering to help stuff food hampers, with 2 million meals already contributed to **Food Banks Canada**
- During National Nursing Week (May 11-17), raised over \$1 million for the **Frontline Fund** through **Rogers Sports & Media's** *Hearts and Smiles* campaign
 - Proceeds go to personal protective equipment and supplies for frontline healthcare workers
- Funding free digital educational programs to fill the gap of cancelled summer camps for youth:
 - **Ted Rogers Community Grant** will promote skills development in technology, innovation and financial literacy, through providing funding for partners that include:
 - Canada Learning Code – offers free online experiences to teach digital literacy
 - Actua – hosts digital library of science, technology, engineering and math programs
- In partnership with **Apple** and the Ontario government, **Rogers** will help distribute over 21,000 iPads to students in low-income families across the province
 - Devices will come with free wireless data and pre-loaded learning materials so that students can access Ontario's learn-at-home portal online
- With the City of Toronto, is helping to install temporary free internet access for vulnerable residents
 - Four permanent shelters and five temporary shelters will receive three months of free Wi-Fi
- Expanded **Connected for Success** program, bringing low-cost Internet to over 250,000 households
 - Program addresses the loneliness of isolated persons and the digital divide in online learning
- With government partners, **Rogers** has launched 1-800 numbers so people can give or receive help
 - (e.g. when government calls for extra masks and essential supplies to be sent to hospitals)
- Partnered with smart city platform provider **bciti** to help Canadians remotely access municipal services and information during critical periods such as the COVID-19 crisis
- With **Pflag Canada**, **Fido** is donating tablets and data plans to connect the LGBTQ2S community
 - When customers click a link on its platforms, **Fido** will also donate \$1, up to \$150,000 total

SAMSUNG - <https://shop.samsung.com/ca/covid-19-update>

- Launched new service to help socially isolating customers get their devices fixed
- Users with a broken Samsung Galaxy can arrange pick-up and repair by:
 - calling 1-800-Samsung
 - accessing online support chat, or
 - texting issue to 932273

SASKTEL - https://support.sasktel.com/app/answers/detail/a_id/25281

- Waived domestic data overage charges incurred between March 17 to June 8, 2020
 - Applies to all business and consumer customers of fusion internet, as well as postpaid and prepaid wireless plans
 - Note that all internet plans already have unlimited data (i.e. fixed wired Internet)
- Two-month service credit to all **SaskTel** customers currently signed up for the Federal Government's Connecting Families initiative for low-income families
- **SaskTel** business and consumer customers will not be required to pay late payment charges for a six-month period
- **SaskTel** will also be suspending all collections activities and service disconnections for six months

- Introduced a temporary residential self-install and repair process as an additional measure to help prevent the spread of COVID-19
- Effective May 19, SaskTel Stores will transition to being fully open, while still offering appointment and curbside pickup options:
 - Customers can use the SaskTel Store appointment booking tool to schedule store visits: <https://www.sasktel.com/wps/wcm/connect/content/home/forms/book-a-sasktel-store-ppointment/coconut-calendar>
 - **SaskTel** will continue to follow social distancing requirements, install additional plexiglass workstations, monitor the number of customers in our stores, encourage cashless payment, and follow rigorous cleaning procedures
 - In addition, as of May 19, customers are directed to return any **SaskTel**-owned equipment free of charge through a **Canada Post** outlet
- Will help distribute 600 Internet-enabled smartphones to families in need beginning April 20:
 - Each phone will initially have 10GB of data
 - **Saskatoon Teachers' Association** and major school divisions will purchase phones and data at discounted rates so students can learn at home using their mobile hotspots
 - Project could expand as more information is gathered about the number of families in need and how much data students require
- **SaskTel** donated \$25,000 to the **Food Banks of Saskatchewan Crisis Response Fund**
- With **Lumeca Health**, helping to provide a virtual care app and Wi-Fi service so residents of Cowessess First Nation can have secure text, audio and video consultations with licensed Saskatchewan doctors

SHAW/FREEDOM MOBILE

www.shaw.ca/covid-19

<https://www.freedommobile.ca/en-CA/covid-19>

- **Freedom** customers with less than 3GB of LTE data (including no data) will receive an extra 2GB for 30 days
- **Shaw** does not have data caps on Internet plans
- **Shaw** is providing unrestricted nationwide Go WiFi hotspot access (including to non-Shaw customers)
- **Shaw** will automatically provide 2 months of credit for subscribers to its 'Connecting Families' plan
- Flexible payment options are available for customers experiencing financial hardship as a result of COVID-19
- For customers needing to speak with a technical expert, support is available through **Shaw's** online chat or by phone, using <http://shaw.ca/chat> or the My Shaw app
- In the event that a technician does need to visit a customer's home to provide support:
 - The technician will call to say when they are on-site (to avoid ringing doorbells, etc.)
 - Any work outside the home will be finished first (e.g. leaving equipment at the doorstep)
 - Once outside work is complete, the technician will call the customer to guide them through inside work by phone (using virtual tools to help get them connected quickly)
- All Shaw Cable and Shaw Direct customers gain many free preview channels:
 - e.g. CBC and CTV News, CP24, LCN, RDI, Family, Family Jr, Family CHRGD and Treehouse TV. Starts March 1
 - A full list of channels available at: <https://www.shaw.ca/tv/programming/channels/news-and-free-previews>

- Encouraging Canadians to help charities strained by COVID-19 by texting KIDS to 30333 until Aug 3 to donate \$10 to the Shaw Charity Classic Foundation:
 - Shaw will match every donation dollar-for-dollar, up to a total of \$150,000
 - Donations will go to over 200 children's charities
 - Specific charities can be chosen by texting their unique codes, available at: shaw.ca/scc
- With partner **EVERFI**, **Shaw** is providing a free virtual education hub for students, teachers, parents and guardians: A full list of modules is available at: <https://www.shaw.ca/shaw-helps/everfi>
- **Freedom** is donating \$1M to **Community Food Centres Canada** to support food agencies across Canada Supporting individuals facing gender-based violence by providing free cell phones and voice & data plans to the **Ending Violence Association of B.C.**, where demand has increased during COVID-19

TBAYTEL - <https://www.tbaytel.net/covid19>

- Does not have data limits on residential internet plans
- Waived long distance and SMS charges for mobile customers outside Canada until May 15
- **Tbaytel** public wifi hotspots are free to use by everybody
- Added 40 popular TV channels to TV subscribers
- Flexible payment options being offered
- Waived late payment fees and suspensions incurred through June 30 and offering payment deferrals until September 30
- Offering a 40% discount to fixed wireless broadband customers for the next two billing cycles
- The Tbaytel Store will be open to the public as of May 25. following robust safety processes and procedures to protect **Tbaytel** staff, customers and the community:
 - Mandatory social distancing within the store
 - Limiting the amount of customers to one customer per sales associate
 - Requiring COVID-19 screening questions and hand sanitization
 - Requiring assistance from staff to touch store displays or accessories
 - Encouraging payment via debit or credit cards, if possible
- **Tbaytel** has been liaising with various members from community groups across Thunder Bay and has formed a partnership with **Thunder Bay District Social Services Administration Board** (TBDSSAB) and the school boards to provide support to vulnerable people and students in the community.

TELUS

<http://www.telus.com/en/about/covid-19-updates>

www.koodomobile.com/en/help/keeping-our-customers-and-team-safe-in-response-to-covid-19

<https://www.publicmobile.ca/en/bc/get-help/articles/covid-19>

- Waived data overage charges on home internet plans that were not already unlimited data between March 13 and June 30
- **TELUS** and **Koodo** waived all "Easy Roam" and Pay Per Use roaming fees outside of NA, CA and CAR until April 30
- **Koodo** and **Public Mobile** credited certain prepaid U.S. roaming add-ons between March 13 and April 30
- Donating over 10,000 free devices, valued at over \$5 million, to organizations across Canada:

- Phones come with \$0 rate plans, which include unlimited talk & text and 3GB data per month
 - **TELUS** has already distributed more than 6,000 such devices
 - This initiative will help COVID-19 patients, isolated seniors, and low-income/at-risk Canadians to connect with their families, health practitioners, and social support services
- Donated SIM cards with \$0, 3GB/month plans and unlimited nationwide talk & text to low-income Single Room Occupancy residents through Vancouver's **Downtown Eastside SRO Collaborative**
- Offering businesses 90-day free trial offers on virtual work solutions, including voice and video communication services so remote teams can connect and collaborate no matter where they may be working.
- Offering small businesses up to \$1,000 of free equipment and professional installation, and 90 days of free **TELUS Secure Business** or **ADT by TELUS** services, giving business owners who may have had to close down unexpectedly the peace of mind that their business and inventory is secure
- Offering free TV channel previews on Optik:<https://www.telus.com/en/tv/optik/debrouillages>
- Providing flexible payment options, and a public commitment not to disconnect customers during the crisis
- Committing \$500,000 in direct revenue, marketing, and expert advice to support small business owners through the COVID-19 pandemic. This initiative includes:
 - Investing marketing funds to promote owners online, including a new digital hub to showcase their business and connect them with customers: telus.com/standwithowners
 - Engaging industry experts and leading entrepreneurs to host interactive online discussions where small business owners can share information on managing business uncertainty
- Providing two months of free service to all low-income families enrolled in **TELUS' Internet for Good** program
 - Expanding Internet for Good to support 110,000 British Columbians and 69,00 Albertans receiving disability assistance from provincial government
 - Internet for Good delivers high speed broadband for \$9.95/month, addressing the importance of reliable home connections during the COVID-19 pandemic
- Working with B.C. and Alberta school boards to offer \$9.95 high-speed broadband to elementary + high school students in need
- Proactively accelerating network investments to augment capacity to maintain and enhance service reliability for Canadians in both urban and rural areas:
 - Committing \$10 million from the **TELUS Friendly Future Foundation** to help build public healthcare capacity through the COVID-19 crisis and beyond, including funding for new technology and equipment, such as ventilators, as well as increased support for food banks, elderly Canadians and mental health programs
 - **Friendly Future Foundation** is directing \$250,000 to assist homeless and marginalized citizens stay safe and cared for during the pandemic
 - Donations from the **Foundation** have helped **Children's Aid Foundation of Canada** raise \$1 million to provide connectivity for young people transitioning from care during COVID
- In partnership with the **Natural Sciences and Engineering Research Council of Canada**, providing anonymized wireless data to help researchers detect patterns and coordinate responses to COVID-19
- Donated \$500,000 to the **Vancouver Prostate Centre**, which has retooled its efforts to finding compounds to defeat COVID-19; committed an additional \$500,000 to expedite the completion of a First Responder mental health app; and provided \$500,000 to the Ondine Biomedical team at **Vancouver Coastal Health** to support the development of new technology to battle COVID-19
- Donating \$170,000 from the **Friendly Future Foundation** to the **Fondation du Centre hospitalier de l'Université de Montréal (CHUM)** to continue COVID-19 screening
 - Funds will help **CHUM's** Research Centre develop alternatives to nasopharyngeal swabs to address shortages in traditional swabs
- CEO **Darren Entwistle** is donating his salary from April-June to frontline health care workers:

- Through the **MUHC Foundation**, \$100,000 will fund **McGill University Health Centre** research on how virtual connections impact hospitalized patients isolated during COVID-19
- Collaborating with regional health authorities and provincial governments to provide crucial connectivity to hospitals and pop-up clinics nationwide
- Focusing its 2020 Days of Giving initiative on the COVID-19 pandemic:
 - e.g. creating care kits, donating blood, collecting for food banks, conducting phone check-ins with seniors, and inviting Canadians to join team members in sewing over 100,000 masks
- **TELUS** is selling reusable, dual-layered cloth masks featuring the company's animal themes for \$45
 - These critter masks come in adult and children's sizes, with proceeds going to the **Friendly Future Foundation**, public healthcare workers, and COVID-19 relief efforts across Canada
- With the **Saskatchewan Health Authority** and **eHealth Saskatchewan**, TELUS Health is offering virtual support for lung transplant patients recovering at home:
 - Through personal devices such as a mobile phone, the TELUS Health Home Health Monitoring (HHM) app prompts patients to report their biometrics on a daily basis
 - This will reduce COVID-19 exposure for both patients and healthcare providers
- **TELUS'** Health for Good program is operating in 10 markets across Canada, with TELUS Health mobile clinics also available for curbside COVID-19 testing for frontline healthcare workers
- In partnership with the **North End Community Health Centre (NECHC)**, **TELUS** is transforming its Mobile Health Clinic on wheels in Halifax into a COVID-19 testing unit
 - **TELUS** will also give \$25,000 to help **NECHC** support vulnerable and homeless populations
 - 100 mobile devices with \$0 plans will go to local shelters from **Friendly Future Foundation**
- **TELUS** and **Koodo** are providing two months of free wireless service to frontline hospital workers in Ontario, British Columbia and Quebec
- With **TELUS Spark** and **B!G ART**, opening a new drive-in in Calgary, combining traditional drive-in features with large LED screens and a live stage, to provide safe entertainment during COVID-19
- **TELUS Ottawa Community Board** is giving \$150,000 to eight grassroots charities to address C-19
 - The Board is committing a further \$250,000, for a total of \$400,000 to be given out in 2020

VIDEOTRON

<https://videotron.com/residential/p/services/covid-19/A-psku13490133e>

<https://fizz.ca/en/covid-19>

- Removed all data caps for business and home Internet plans until June 30
- Cancelled roaming rates and related fees for Daily Traveler Pass for travelers outside of Canada until June 30
- Over 50 Specialty channels on free preview including:
 - LCN, CTV News, RDI, Family, Yoopa, Family JR, Télémagino, CHRGD, BBC Earth, Cottage Life, National Geographic, Slice, HGTV and more
- Various initiatives introduced to inform consumers about the increased risks of Phishing during the current period
- In case of payment difficulties, **Videotron** will analyze each situation on a case-by-case basis to assist their customers as best as possible
- **Videotron** is donating 1,000 smartphones with unlimited plans to youth centres and residential and long-term care facilities: In partnership with Quebec government, will help young adults access educational resources, while enabling families to stay connected and focus on health

- **Videotron** supplied 150 mobile phones with unlimited data plans to the **Centre hospitalier de l'Université de Montréal** to enable patients to receive necessary care and treatment while limiting contact with health professionals
 - All **Videotron** kiosks and stores are now open across Quebec and Ontario. At this time, returns will not be accepted, and precautions are being taken to protect customers and employees, including:
 - Management of the number of clients in the store
 - Greeting customers with a hydroalcoholic solution and small questionnaire
 - Increased hygiene measures for all surfaces, vehicles and product
 - Restrictions on physical contact: employees seek a minimum distance of 2 metres
 - Installing Plexiglas shields, floor markings and protection panels between stations
- Until May 10, for each GB gifted between its members, **Fizz Mobile** donated \$1 to the organization Regroupement Partage, and now reached its goal of raising \$50,000
- While continuing to deliver SIM cards and Wi-Fi modems, **Fizz** technicians are respecting all necessary hygiene procedures, including leaving modems at the customer's doorstep and verifying connections from outside
- **Quebecor** has partnered with *La Tablée des Chefs* for the project *Les Cuisines Solidaires* to offer more than 800,000 meals to Quebec's food banks
- **Quebecor** is launching a movement to support Québec's cultural sector as it prepares to reopen from COVID-19
 - Details on a long series of initiatives is available at: <https://www.quebecor.com/en/-/quebecor-lance-un-mouvement-en-faveur-de-la-culture-quebecoise>

XPLORNET - <https://www.xplornet.com/about/news/update-on-covid-19/>

- Waived data overage charges incurred for residential internet between March 17 and June 30
- Protecting customers, dealers, field technicians and employees in accordance with all public safety guidelines, including through extra sanitation measures and safety protocols for home installations and for any team member dealing directly with customers