



A Quebecor Media Company

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PRESS RELEASE

For immediate release

Vidéotron introduces video description service for blind and visually impaired customers

Montréal, December 3, 2008 - Vidéotron is pleased to inform all organizations working with blind and visually impaired people that it is making *illico* digital terminal available on a free loan basis to subscribers who are blind or have a recognized visual impairment. The equipment makes it possible to access video description for channels carried by Vidéotron.

Video description, also known as audio description, has all relevant action scenes and on-screen text (such as credits) in a video, TV program, web-based multi-media or movie described and read by a narrator.

Vidéotron subscribers who wish to have access to video description can call Vidéotron Customer Service at one of the numbers below to make an appointment for a technician to install a digital terminal. To receive the free service, customers must show one of the following documents:

1. a tax credit certificate (provincial form TP-752-0-14 or federal form T2201); or
2. an attestation of visual impairment and its degree signed by a physician with the right to practice in Canada.

All information provided will be handled in accordance with Vidéotron's policy on the protection of personal information.

Montréal	(514) 281-1711
Québec City	(418) 847-4410
Saguenay	(418) 545-1114
Ottawa Valley	(819) 771-7715
Rest of Québec	1-88-VIDEOTRON

The video description service is currently available for 20 channels: Canal D, Vrak.TV, Teletoon (in English and French), Global, TWN, HGTV, History, CTV, City TV, Treehouse, Discovery Channel, The Comedy Network, ONE, Vision TV, E!, Space, Sun TV, APTN, TV Tropolis.

Vidéotron offers numerous other services for people with impaired hearing, a visual impairment or physical disability

Relay Service

The Relay Service (711) is designed for people with impaired hearing or speech who use a telecommunications device for the deaf (TDD), teletypewriter (TTY) or similar device.

La Magnétothèque

Videotron offers blind and visually impaired subscribers to *illico* Digital TV the Magnétothèque french-speaking only radio service, which has been providing readings of articles from Québec newspapers and magazines since 1985. La Magnétothèque radio is part of the *illico* basic service and can be accessed on channel 555. It is also available as part of the FM service on classic cable in most of Videotron's service area.

Alternative invoice formats

Blind and visually impaired customers can receive their Videotron invoice in Braille, large print or digital format. They can also access certain special billing-related communications services.

Directory assistance

Videotron offers a free monthly package that provides unlimited directory assistance (411, 555-1212 and overseas assistance) for seniors and people with a disability.

Mobile handset repair service

Videotron offers customers with reduced mobility a free wireless handset repair service.

Closed captioning

The closed captioning service for people who have difficulty hearing or distinguishing sounds displays an abbreviated text version of dialogue and important sound effects on the screen.

Customer service and technical support

Videotron offers adapted customer service and technical support for hearing or speech impaired customers who use a telecommunications device for the deaf (TDD).

TDD telephone numbers

SAC Montréal : 514 380-7143
 Toll free : 1 866 468-6763

STC Montréal : 514 380-2966
 Toll free : 1 866 380-2966

Customers can obtain any of these services by calling the Videotron customer service numbers listed above.

Videotron Ltd. (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 services, cable telephony and wireless telephone service. Videotron is a leader in new technologies with its *illico* interactive television system and its broadband network, which supports high-speed cable Internet access, analog and digital cable television, and other services. As of September 30, 2008, Videotron was serving 1,691,500 cable television customers in Québec, including 876,700 *illico Digital TV* subscribers. Videotron is the Québec leader in high-speed Internet access, with 1,031,400 subscribers to its cable modem service as of September 30, 2008. As of the same date, Videotron had activated 58,600 lines on its wireless telephone service and was providing cable telephone service to approximately 797,900 Québec households and organizations.