



VIDEOTRON LTD

CUSTOMER

INVOICING POLICY

FOR REDEVELOPMENT PROJECTS

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1. SCOPE

- 1.1. The purpose of this Customer Invoicing Policy (the “Policy”) is to establish the rules regarding Videotron customer requests for redevelopment projects (the “Projects”) carried out by Videotron Ltd (“Videotron”) or a designated agent.
- 1.2. This Policy excludes all major projects requiring a specific agreement between Videotron and the applicant (the “Customer”).

2. GENERAL

- 2.1. Any request to Videotron to install, maintain, renovate, replace, move, construct, and/or modify a facility shall be subject to the conditions set out below.

3. APPLICATION PROCESS

- 3.1. All requests must be made using the form in Appendix “1”, emailed to the following addresses, depending on the region:

3.1.1. ing_ream.mtl@videotron.com

For municipalities east of the Capitale-Nationale and Chaudière-Appalaches administrative regions:

3.1.1. ingenierie_de_quebec@videotron.com

4. ANALYSIS OF REQUESTS

- 4.1. All requests are subject to the fees set out in Appendix “2” (the “Rates”), which are provided for information purposes.

To initiate the analysis, the form attached in Appendix “1” must be completed and include all the following information and documents:

4.1.1. A complete description of the work to be carried out, including the required method—overhead or underground—and any other special features;

4.1.2. Work outlines and/or plans, photos, etc.;

4.1.3. The Certificate of Location and any easements; and

4.1.4. The desired work schedule.

- 4.2. Thirty (30) working days are required to analyze the request.

- 4.3. Videotron will carry out the necessary checks with Info-Excavation. These costs are at the Customer’s expense.

- 4.4. If the request is complete, Videotron will determine the cost based on the Rates, and a preliminary estimate will be sent to the Customer.

- 4.5. The applicable Rate will be payable at that time.

- 4.6. If the request for intervention or the documents accompanying it are incomplete, inaccurate, or unclear, Videotron will notify the Customer in writing. The Customer

must correct the request in order for the analysis to continue.

- 4.7. Consideration of the first request will then be suspended until Videotron receives the corrections and/or new documents. The costs incurred up to this time according to the Rate will be added to the costs incurred and a new amended estimate will be sent to the Customer, who must again sign the estimate for Videotron to continue the project.
 - 4.8. If the Customer decides not to sign the amended estimate, a final invoice will be sent to the Customer. Once Videotron receives the payment, the project will be closed. If the applicant returns the signed estimate with the required documents and/or information, the file analysis will be re-initiated.
 - 4.8.1. At this stage, a manager will contact the Customer to discuss the project and communicate the timelines required to complete the work.
 - 4.9. Videotron must receive the complete application and the total payment indicated on the estimate in order for the network design and construction work to begin.
 - 4.10. If the estimate is not signed or payment is not received within a maximum of three (3) months, the request will become null and a final invoice representing all costs incurred by Videotron will be sent to the Customer, who must pay it within 30 days, after which the collection measures indicated in Appendix 3 will apply.
5. AMENDED APPLICATION
- 5.1. If the requester receives the estimate and decides to modify the request for any reason, all costs incurred for the first request will be added to the initial request according to the Rates and will be payable by the Customer. In this case, a new estimate will be forwarded to reflect the new application Rates.
6. PROJECT CANCELLATION
- 6.1. If the Customer cancels the project during the design phase, they will be required to pay the Rates invoiced for the design work completed at the time of cancellation.
 - 6.2. If the Customer cancels the project while it is being carried out, the Rates will be invoiced based on the costs incurred at the time of cancellation.
 - 6.3. If the project must nonetheless be completed as a security measure, all costs shall be borne by the Customer according to the Rate.
7. PAYMENT OF INVOICES
- 7.1. The Customer undertakes to pay Videotron's invoice within 30 days.
 - 7.2. If no payment is made, interest charges shall apply at the rate of 1.5%/month.
8. FEES AND ACTUAL COSTS
- 8.1. All requests are subject to the Rates.
 - 8.2. If the costs incurred by Videotron are lower than those previously estimated, Videotron undertakes to reimburse the customer according to its reimbursement

policies.

- 8.3. If the estimate is higher than the actual costs incurred by Videotron, the Customer must pay the invoice representing the actual cost.

9. APPENDIX 1: REQUEST FOR CONSENT

Requester information:	
Date:	
Location/City:	
Last name, First name:	
Home address:	Number: Street name: City: Province: Postal code:
Invoicing address:	Same as home: <input type="checkbox"/> Yes/No <input type="checkbox"/> If yes, no need to complete. If no, please enter the invoicing information below. Number: Street name: City: Province: Postal code:
Primary contact number:	
Secondary contact number:	
Email:	
Information for the request:	
Are you a Videotron customer?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
Do you own the land where the work is being requested?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
Nature of work requested	Move: Remove: Changes: Pole: Add <input type="checkbox"/> Yes/No <input type="checkbox"/> Remove: <input type="checkbox"/> Yes/No <input type="checkbox"/> Pedestal: <input type="checkbox"/> Yes/No <input type="checkbox"/> Building distribution box: <input type="checkbox"/> Yes/No <input type="checkbox"/> Guy wire: <input type="checkbox"/> Yes/No <input type="checkbox"/> Service wire: <input type="checkbox"/> Yes/No <input type="checkbox"/> Other: _____
Reason for request:	E.g., pool construction, home expansion, cabin installation. Please provide details: _____
Are Hydro-Québec and Bell present in the same location?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
Will they also have to be moved?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
Date requested for work:	

Requester information:

Is there a utility easement on your lot/land?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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Are the items to be moved inside this easement?	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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Document(s) to be provided

Certificate of Location (If yes, please attach a PDF)	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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Sketch of the work to be performed	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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General site photos	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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Photos of items to be moved	<input type="checkbox"/> Yes/No <input type="checkbox"/>
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10. APPENDIX 2: PRICE GRID

**All requests are subject to the fees indicated
(These are for information purposes and can be modified as requested)**

Description	Cost
Opening of file, analysis, and estimate of work	\$500.00 to \$1,500.00
Plan design and estimate	\$1,000.00 to \$3,000.00
City or municipal permit application	\$1,000.00 to \$3,000.00
Licence application to strand/pole owner (Bell - HQ)	\$1,500.00 to \$3,000.00
PROJECT COST ESTIMATES	
Description	Cost
Moving pole, network clips, and service wires	\$3,000.00 to \$5,000.00
Moving pole with multiple outlets and service wires	\$3,000.00 to \$7,000.00
Moving pole with network amplifier	\$3,000.00 to \$10,000.00
Moving fibre optic pole	\$5,000.00 to \$12,000.00
Moving pole with optical node	\$15,000.00 to \$25,000.00
Moving pole with network power source	\$8,000.00 to \$15,000.00
Moving pole with underground air ducts	\$10,000.00 to \$18,000.00
Moving pedestals, ducts, and network power wires	\$5,000.00 to \$15,000.00
Moving pedestal, fibre optic duct	\$10,000.00 to \$15,000.00
Removal/moving of guy wires and underground anchors	\$3,000.00 to \$8,000.00
Survey for easement	\$700.00 to \$1,500.00

11. APPENDIX 3 - COLLECTION METHOD

11.1. The invoice is sent to the Customers by mail, on the following terms:

11.1.1. A follow-up email will be sent sixty (60) days after the due date.

11.1.2. After this time, the collection process begins, and a telephone call will be made.

11.1.3. If the invoice remains unpaid and/or Videotron does not receive a response, a final notice will be sent.

11.1.4. If no response is received within six (6) months, the file is transferred to a collection agency.

11.1.5. The file will then be transferred to the legal department within three (3) to six (6) months of the final notice.

11.1.6. Please note that after the first sixty (60) days, if the invoice remains unpaid, interest will be charged for every additional 30 days.