

# VIRTUAL AGM USER GUIDE

## Getting Started

This year's annual meeting will be held virtually. You can participate online using your smartphone, tablet or computer.

By participating online, you will be able to view a live video webcast of the meeting, ask questions during the meeting and submit your votes in real time, provided that you are connected to the internet.

As usual, you may also provide voting instructions before the meeting by completing the proxy or voting information form that has been provided to you. Please refer to the "Attending and voting at the meeting" section in the circular for further details.

## Important Notice for Non-Registered Holders:

Non-registered holders (being shareholders who hold their shares through a broker, investment dealer, bank, trust company, custodian, nominee or other intermediary) who have not duly appointed themselves as proxy may virtually attend as guests, but will not be able to vote or ask questions during the meeting.

If you are a non-registered holder and wish to attend and participate at the meeting, you should carefully follow the instructions set out on your voting information form and in the circular, in order to appoint and register yourself as proxy. If you are a non-registered shareholder located in the United States, you also need to obtain a valid legal proxy from your intermediary. Please see the "Attending and voting at the meeting" section in the circular for details.

In order to participate online:

### Before the meeting:

1. Check that your browser for whichever device you are using is compatible. Visit <https://web.lumiagm.com/494965290> on your smartphone, tablet or computer. **You will need the latest version of Chrome, Safari, Edge or Firefox. PLEASE DO NOT USE INTERNET EXPLORER.**
2. All shareholders MUST register any 3rd party appointments at [www.computershare.com/CogecoComm](http://www.computershare.com/CogecoComm). Failure to do so will result in the appointee not receiving login credentials.

Gather the information you need to access the online meeting:

**Meeting ID: 494-965-290**

**Password: cogeco2021 (case sensitive)**

To log in, you must have the following information:

### Registered Holders

Click "Shareholder" and enter the 15 digit control number provided on your form of proxy provided by Computershare, which constitutes your username.

### Appointed Proxy

Click "Shareholder" and enter the username provided by Computershare via email, provided your appointment has been registered.

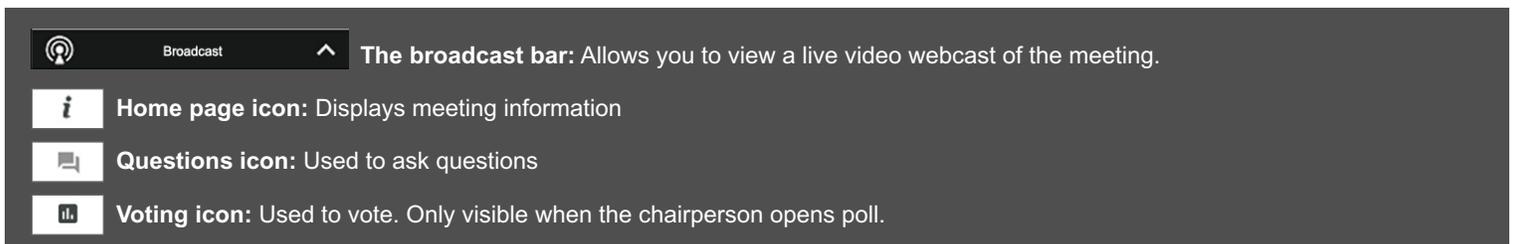
### Guests

You can also attend as a guest by clicking "Guest" and completing the online form. Guests can view the meeting, but cannot vote or ask questions.

**You will be able to log into the site from 10:30AM ET on January 15, 2021.**

### Technical issues

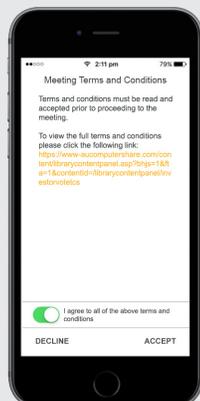
You can click on the "Technical Issues" button if you have any technical issues when trying to join or during the meeting



**Broadcast**    The broadcast bar: Allows you to view a live video webcast of the meeting.

- Home page icon:** Displays meeting information
- Questions icon:** Used to ask questions
- Voting icon:** Used to vote. Only visible when the chairperson opens poll.

- 1 To view a live video webcast of the meeting, you will need to read and accept the Terms and Conditions.



- 2 Registered holders: Your user name is the 15 digit control number printed on your proxy form.

Appointed proxy holders:

Your user name can be found in the email sent to you from Computershare.



**3** Once logged in, you will see the home page, which displays the meeting documents and information on the meeting.

Icons will be displayed in different areas, depending on the device you are using.



**4** To view a live video webcast of the meeting, you must tap the broadcast arrow  on your screen.

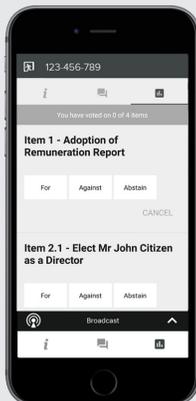
Toggle between the up and down arrow  to view another screen.



## TO VOTE

**5** When the Chair declares the poll open:

- > A voting icon  will appear on your device and the Meeting Resolutions will be displayed.
- > To vote, tap one of the voting options. Your response will be highlighted.



The number of items you have voted on, or are yet to vote on, is displayed at the top of the screen.

Votes may be changed up to the time the chair closes the poll.

**NOTE:** On some devices, in order to vote, you may need to minimize the video cast by selecting the arrow  in the broadcast bar. Audio will still be available. To return to the video cast after voting, select the arrow again.

## TO ASK QUESTIONS

**6** Tap on the Questions icon  then **press the**  **button** to submit a question.

Compose your question and select the send icon .

Confirmation that your message has been received will appear.

