COGECO COMMUNICATIONS

News release

For immediate release

Cogeco Connexion Takes Top Honours For The Quality Of Its Customer Service

Montréal, March 14, 2016 – Cogeco Connexion is pleased to announce that it has won four customer service excellence awards from the Service Quality Measurement Group (SQM) as part of the 17th North American Contact Center Industry Awards 2015. It won three awards in the Voice of the Customer Excellence category, based on the results of satisfaction surveys of its customers, and another prize to reward best practices in its call centres. These 2015 awards mark the 7th time in nine years that Cogeco Connexion is recognized for the service it provides to its customers.

"I am extremely proud of these four awards from SQM," said **Louise St-Pierre, President and Chief Executive Officer, Cogeco Connexion**. "Our powerful connections and the strength of our customer relations are the cornerstones of all our operations, and these awards, three of which come directly from our customers, attest to that. I thank our customers for their trust and loyalty, and I salute the remarkable work of the entire Cogeco Connexion team. Thanks to their solid expertise, we are able to deliver an unrivalled customer experience each and every day."

Awards won

Voice of the Customer Excellence

In this category, SQM benchmarked over 500 leading North American contact centres during the period from January 1 to December 31, 2015. Cogeco Connexion's clients were surveyed by telephone within two business days of their contact with contact centre agents, field technicians and in-store representatives, to understand their customer experience. SQM's awards are primarily based on first contact resolution and customer satisfaction with the service experience.

Award #1:

Highest Field Services Customer Service

For the highest level of satisfaction for the services of the technicians on the field

Award #2 and #3 (by industry)

Highest Customer Service – Retail/Service (storefront)

Highest Customer Service – Telecommunications/TV

Contact Center Best Practice Awards

Award #4

Performance Management System

Cogeco Connexion at a glance

- 2550 employees

- Customer segments: consumer and business

- Offering: video, high-speed Internet, telephony, fibre-based data and voice transmission, and cloud-based applications for businesses

- 11,000 km of linear optical fibre between Windsor, Ontario, and Gaspé, Québec

- Hybrid network: optical fibre and coaxial cable

- Fibre-optic network since 1990

- Internet download speeds provided: up to 250 megabits per second

- Community television stations: 15 in Québec and 22 in Ontario, with close to 1,000 volunteers

ABOUT COGECO CONNEXION

Cogeco Connexion (www.cogeco.ca) regroups the Canadian cable operations of Cogeco Communications Inc. Cogeco Connexion is the second largest cable operator in Ontario and Québec in terms of the number of basic cable service customers served. It provides its residential and small business customers with video, Internet and telephony services through its two-way broadband fibre rich network. Cogeco Communications Inc. is a communications corporation and is the 11th largest hybrid fibre coaxial cable operator in North America operating in Canada under the Cogeco Connexion brand name in Québec and Ontario, and in the United States through its subsidiary Atlantic Broadband in western Pennsylvania, south Florida, Maryland/Delaware, South Carolina and eastern Connecticut. Through Cogeco Peer 1, Cogeco Communications Inc. provides its business customers with a suite of information technology services (colocation, network connectivity, managed hosting, cloud services and managed IT services), through its 21 data centres, extensive FastFiber NetworkTM and more than 50 points-of-presence in North America and Europe. Cogeco Communications Inc.'s subordinate voting shares are listed on the Toronto Stock Exchange (TSX: CCA).

ABOUT SERVICE QUALITY MEASUREMENT GROUP

Since 1996, SQM Group has been a leading North American research firm for benchmarking, consulting and awarding FCR call center performance. SQM conducts over 1 million surveys for over 450 leading international call centers on an annual basis.

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