COGECO COMMUNICATIONS

News release

For immediate release

The Excellence Of Cogeco Connexion's Customer Service Recognized Yet Again

Montréal, January 24, 2017 – Cogeco Connexion is proud to announce that it received four customer service awards for excellence from the Service Quality Measurement Group (SQM) within the framework of the 2016 edition of the *North American Contact Center Industry Awards*. This marks the 8th time in 10 years that Cogeco Connexion has been rewarded by this recognition program.

Cogeco Connexion distinguished itself in 4 categories of the Voice of the Customer Excellence program whose winners receive the best evaluation in customer satisfaction surveys.

"I am extremely proud of these four SQM awards," stated Ken Smithard, **President, Cogeco Connexion**, who went on to add: "This recognition attests to our unrelenting commitment to offering our customers a peerless experience. It also encourages us to pursue our efforts to continuously serve them better. In fact, I would like to extend my sincere thanks to all of our customers for their trust and loyalty. I would also like to note the remarkable work done by the great Cogeco Connexion team, whose passion and commitment allow us to meet the highest standards of quality in the field of customer service."

Awards won

In the *Voice of the Customer Excellence* program, the SQM targeted 500 of North America's leading contact centres between January 1st and 31st, 2016. Cogeco Connexion customers were surveyed by the SQM within two business days of dealing with a contact centre agent, being visited by a field technician or dropping by one of our stores. The program's awards are based mainly on the employee's work and the customer's overall experience.

Cogeco Connexion won the following 4 awards:

Highest Customer Service – Telecommunications/TV

Highest level of customer service in the telecommunications and television industry.

Highest Field Services Customer Service

The highest level of customer satisfaction for services provided by technicians in the field.

Highest Customer Service – Retail/Service (storefront)

Highest level of customer service in Cogeco stores.

First Call Resolution Improvement Award – Technical support

Greatest improvement in the ability to resolve a customer's issue in the first call to technical support.

Cogeco Connexion at glance:

- Wholly owned subsidiary of Cogeco Communications Inc.
- Employees: 2,550

- Clients: Consumers and Businesses
- Offering: video, high-speed Internet, telephony, voice and data fibre transmission and cloud computing solutions for companies
- 11,000 km of linear optical fibre between Windsor, Ontario, and Gaspé, Quebec
- Hybrid network: fibre optics and coaxial cable
- Optical fibre network since 1990
- Available Internet download speeds: 120 megabits per second throughout the territory and up to 1 gigabit per second in some regions of Ontario
- Community television stations: Cogeco TV (15 in Quebec and 22 in Ontario, with close to 1,000 volunteers).

ABOUT COGECO CONNEXION

Cogeco Connexion 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 cable networks. Cogeco Communications Inc. is a communications corporation and is the 8th 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, hosting, cloud and managed services), through its 16 data centres, extensive FastFiber Network® 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).

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INFORMATION AND INTERVIEW REQUESTS:

Isabelle Fontaine

Director, Public Relations and External Communications

Cogeco Connexion

514-764-4577

isabelle.fontaine@cogeco.com