



Accessibility Feedback Process

To improve the accessibility of its products and services, Fizz is reaching out to individuals living with a disability and inviting them to share their comments on the subject.

Submitting your feedback

To submit your feedback in accordance with the *Accessible Canada Act* and the *Accessibility Reporting Regulations*, or to request an alternative format of this document (paper format, regular print, large print, Braille, audio, electronic, or other agreed-upon formats), choose one of the following communication methods:

- **Online form:** [Accessibility feedback form](#)
- **Email:** accessibilite.retroaction@support.fizz.ca
- **Online chat** on our website. A member of our staff can contact you by phone if you request it.

By providing us with feedback, you consent to the collection, use and storage of the personal information you have provided so that we may respond to your questions and act to improve our service delivery.

Except for feedback provided anonymously, an acknowledgement will be sent to you upon receipt of your feedback.

Feedback is received by Pascal Landré, Director of Customer relations, Operations and Customer Service.

Anonymity

Your feedback can be submitted anonymously by using our online form and changing the “Submit your feedback anonymously” selection value to “Yes”, or simply leaving all the personal information fields blank.

However, if you would like to receive this document in an alternative format, you must provide us with information enabling us to send it to you.

For more information:

[Accessible Canada Act](#)

[The Canadian Radio-television and Telecommunications Commission Accessibility Reporting Regulations](#)

Last update: July 18, 2023