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June 13, 2025

Federal Communications Commission
Washington, D.C. 20554

RE : Robocall Mitigation Plan for Videotron Ltd. (FRN #0011492253)

1. Quebecor Media Inc. ("Quebecor Media"), on behalf of its subsidiary Videotron Ltd. ("Videotron"), is pleased to submit the following Robocall Mitigation Plan (the "Plan") to the Federal Communications Commission (the "Commission") in relation to Videotron's registration with the Commission's Robocall Mitigation Database (the "Database").
2. Videotron is an integrated communications company providing television, entertainment, internet access, wireline and mobile telephone services in Canada. For the purpose of its registration in the Database, Videotron is a foreign voice service provider.
3. Videotron both originates and terminates calls within Canada and uses international transit partners to route its traffic destined to the United States or elsewhere in the world.
4. We have always prioritized security of our network and of our subscribers. This involves, among other things, the fight against illicit and fraudulent calls. In this regard, Videotron has introduced, in November 2019, universal network-level blocking of calls with blatantly illegitimate caller identification, in compliance with the Canadian Radio-television and Telecommunications Commission's ("CRTC's") Compliance and Enforcement and Telecom Regulatory Policy 2018-484.¹
5. Videotron also offers to its wireline voice subscribers the ability to block up to thirty unwelcome numbers.² This feature, which is modelled on similar features available with most wireless devices, allows users to block unwanted calls directly from their wireline phone.
6. In addition, Videotron was an active participant in a Canadian call traceback trial conducted over a period of several weeks in 2020, the results of which were compiled in report NTRE0067 of the CRTC Interconnection Steering Committee ("CISC"), filed with the CRTC

¹ <https://crtc.gc.ca/eng/archive/2018/2018-484.htm>

² <https://www.videotron.com/en/support/home-phone/calls-services/star-codes-add-ons>

on October 30, 2020³. In its Compliance and Enforcement Notice of Consultation CRTC 2024-43, CRTC has stated that “the traceback process has been successful and has been useful both as an investigative and analytical tool in fighting the battle against nuisance calls for Canadians” and “is of the preliminary view that achieving widespread participation necessitates mandatory involvement from all TSPs”.

7. Regarding more advanced technologies, Videotron has implemented the STIR/SHAKEN standards to authenticate and verify caller identification information for Internet Protocol (“IP”)-based voice calls in November 2021, in accordance with the CRTC’s Compliance and Enforcement and Telecom Decision 2021-123.⁴ To do so, we have been an active participant in all STIR/SHAKEN development and best practice committees in Canada. Moreover, Videotron was one of the founders of the Canadian Secure Token Governance Authority (“CST-GA”).⁵
8. Along with implementing STIR/SHAKEN standards in our network, we have been working with our wholesale and business customers to make them accountable for the quality of traffic they are routing to our network. We have already included clauses in our contracts that raise awareness about illicit traffic and reinforced our requirements in this matter.
9. Finally, beyond technological solutions, we are committed to greater public awareness of the problem of illicit and fraudulent calls. Every year, for example, Videotron invests considerable sums in training its employees. An important part of this training relates to ensuring that our employees can assist our customers in recognizing and protecting themselves against illicit and fraudulent calls. We intend to maintain these efforts and are open to working with relevant regulatory authorities and other telecommunications service providers to develop further public awareness initiatives.
10. Trusting this is satisfactory, we remain,

Yours truly,



Mélanie Cardin
Director, Regulatory Affairs
Telecommunications

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³ <https://crtc.gc.ca/cisc/eng/cisf3d0.htm>

⁴ <https://crtc.gc.ca/eng/archive/2021/2021-123.htm>

⁵ <https://cstga.ca/>