

# “FREE INTERNET CONNECTION” PROGRAM RULES

## “Free internet connection” Program

The call for applications for the “Free internet connection” Program is an initiative of Fondation La Clé and will be held from January 15 to February 5, 2024, in collaboration with Videotron. The goal is to provide an internet connection to selected families meeting the eligibility criteria of the program (hereinafter “selected participant”). The selected participant will have access to a free internet service (hereinafter “service”), according to the applicable terms and conditions.

### **GENERAL REGULATIONS**

#### **In order to have access to the service, each family must:**

- Be reached by telephone by a Videotron representative. The selected participant will be contacted a maximum of 3 times and must read the message sent to him and take the necessary measures to confirm acceptance of the internet package within the prescribed deadlines, failing which he will lose his priority on the list of selected participants.

#### **Installation and service**

- Following validation and acceptance by selected participants meeting the program's eligibility conditions for an internet service installation date, they must ensure to take all necessary arrangements to greet the installer.
- If the selected participant already has an internet package with Videotron, the selected participant will be informed by telephone by a Videotron representative of the application of the new package.

#### **Verifications**

- All registrations and acceptance forms may be subject to verification by Fondation La Clé. Those which are, as the case may be, incomplete, inaccurate, illegible, mechanically reproduced, mutilated, fraudulent, filed or transmitted late, or which include an invalid telephone number or are otherwise non-compliant, may be rejected and will not give right to program benefits.

#### **Disqualification or modification of the program**

- Any person participating in this call for applications or attempting to participate by a means contrary to these regulations and likely to be unfair to other participants (example: computer hacking, use of groups of voters, use of a proxy) will be automatically disqualified and could be referred to the competent judicial authorities.
- In the event that the selected participant moves to new accommodation that does NOT belong to the Office municipal d'habitation de Montréal, Fondation La Clé will be obliged to remove the participant from the program, with immediate effect.
- In the event that the selected participant moves to new accommodation belonging to the Office municipal d'habitation de Montréal, he or she must notify Fondation La Clé AND Videotron, the latter may subsequently apply the agreement to the new address of the selected participant.

#### **Procedure for the call for applications**

- Any attempt to sabotage the legitimate conduct of the call for applications constitutes a violation of civil and criminal laws. If such attempts are made, Fondation La Clé reserves the right to reject the participant's registration and obtain redress under the law.

#### **Participant identification**

- For the purposes of these rules, the participant is the person whose name appears on the application form. The program will be offered to this person if selected.

#### **Non-transferability of program benefits and modification of the service**

- Under no circumstances may the benefits of the program be transferred in whole or in part to another person, or exchanged for money.

- The service may be modified with regard to internet connection speed, upon payment, by the selected participant, of the difference between the two packages.

#### **Limit of liability – operation of the internet package offered**

- Fondation La Clé disclaims all responsibility regarding the proper functioning of the service provided by Videotron and any technical problems related to the connection. The selected participant must contact the technical service directly at 1-(877) 380-2611 or Videotron customer service at 1-(888)-657-5505 (mention the ILM (Multiple Dwelling Building) agreement of the Videotron Business ILM service).

#### **Limit of liability –call for applications process**

- Fondation La Clé disclaims any responsibility relating to the malfunction of the call for applications whatever the source, whether linked to any component related to information technology, any software or any line of communication, with regard to the loss or absence of network communication or any faulty, incomplete, incomprehensible or erased transmission by any computer or network, and which may limit any person's ability to read the participation rules or to prevent them from doing so. La Fondation La Clé also disclaims all liability for any damage or loss that may be caused, directly or indirectly, in whole or in part, by the downloading of any Internet page or any software or otherwise and by the transmission of any information regarding participation in the call for applications. In particular, if the administration, security, fairness, integrity or proper conduct of the call for applications is corrupted or seriously impaired, including due to viruses, bugs, alterations, unauthorized tampering, fraud or technical computer failures or any other cause, Fondation La Clé reserves the right, without notice, to cancel, modify, extend or suspend the call for applications.

#### **Limitation of liability – receipt of applications and choice of selected participants**

- Fondation La Clé disclaims any responsibility for the choice of selected participants. In particular, it will not be responsible for lost or late entries, including due to a problem linked to any failure or for any reason whatsoever, of the website during the duration of this call for applications, including any damage to a participant's computer or mobile device.

#### **Limit of liability – situation beyond control**

- Fondation La Clé assumes no responsibility of any nature whatsoever in any case where their inability to act results from a fact or situation beyond their control or from a strike, a lockout, or any other labor conflict in the establishments of the organizations or companies whose services are used to hold this call for applications.

#### **Modification of the call for applications**

- Fondation La Clé reserves the right, at its sole discretion, to cancel, modify, suspend, in whole or in part, this call for applications, or to terminate it, to modify the terms of the program or of these regulations, particularly in the event that an event or any human intervention occurs that could alter or influence the administration, security, impartiality or progress of the call for applications as provided for in these regulations. No responsibility can be attributed to La Fondation La Clé.

#### **End of call for applications or program**

- In the event that, for whatever reason, the call for applications should end, in whole or in part, before the end date provided for in these regulations, the allocation may be made, at the sole discretion of Fondation La Clé, among the applications duly registered and received up to the date of the event which ended the call for applications.
- Fondation La Clé assumes no obligation or responsibility with regard to the deployment or maintenance of the program or service, all of which is entirely discretionary on its part.

#### **Limitation of liability – program participation**

- By participating or attempting to participate in the program, any person releases Fondation La Clé from any liability and any damage that they may suffer as a result of this participation or attempted participation. In order to be selected, participants will be required to sign the participation form containing a declaration of understanding and compliance with these regulations.

#### **Personal information**

- To allow participants to participate in the call for applications Fondation La Clé must collect, use and share personal information with Videotron.
- By participating in the call for applications, the participant authorizes Fondation La Clé to collect, use and communicate his or her personal information for the purpose of administering the call for applications and awarding the service in accordance with applicable regulations and laws. By agreeing to participate in the program, subject to having consented, any selected participant authorizes Fondation La Clé to collect, use, disseminate and share, if necessary, their name, place of residence (city, province) , their declaration relating to acceptance of the program's terms, their photograph, image, voice or other representations and recordings on which the selected participant appears in the context of the call for applications, for advertising or promotional purposes, on any support whatsoever (examples: Fondation La Clé's website, social networks, etc.) or on any other support or media, without remuneration or compensation of any kind whatsoever. The selected participant transfers the rights to use and reproduce, in whole or in part, the visual content that has been captured by Fondation La Clé for the purposes of the call for applications.

### **Property**

- All information and documents related to the call for applications are and remain the exclusive property of Fondation La Clé. None of this information and documents will be returned to participants.

### **Decisions**

- Any person who participates in the call for applications agrees to comply with these regulations and the decisions of Fondation La Clé.
- If any paragraph of these regulations is declared or deemed illegal, unenforceable or void by a court of competent jurisdiction, then that paragraph will be considered void, but all other paragraphs will remain applicable.
- The call for applications is subject to all applicable laws. N. B. The masculine gender is used without any discrimination and for the sole purpose of shortening the text.