Statement from Paula Lash, Rogers Communications
August 16, 2018

We strive to deliver the best possible experience for our customers with products and services that best meet their needs and budget, with sales targets that are achievable and an approach that is fair and transparent supported by ongoing training. The claims about an experience in 2014 do not represent our values or sales practices, and if an instance arises where we can do better we will work with our team to make it right.