



Policy on social media comments

The Réseau de transport de Longueuil is committed to respond to comments and answer questions during normal business hours from Monday to Friday: 8:30 a.m. to 4:30 p.m.

For questions pertaining to services offered by the Réseau de transport de Longueuil (bus schedules, fares, end of service), we suggest that you contact Customer Service at 450 463-0131 or visit our website: <http://www.rtl-longueuil.qc.ca/>.

We welcome constructive feedback pertaining to the Réseau de transport de Longueuil activities, but we reserve the right to delete comments violating public morals, public order, the Canadian Charter of Rights and Freedoms, laws and regulations in force, rights of others or containing defamatory comments, violent or inciting violence, insulting, obscene, offensive, discriminatory, racist or xenophobic, pornographic, paedophile, revisionist or negationist for the purpose of defaming a person or an organization or relating illegal activities of any shape or form, in particular the non authorized reproduction, representation or distribution of software, trademarks, photos, images, texts or that are irrelevant.

Even though all comments are automatically posted on social platforms, they are nevertheless supervised by the Réseau de transport de Longueuil's communities managers. They reserve the right to participate in any conversation or to intervene if necessary. Discords and constructive debates may be considered conversations, but insulting or offensive comments are not accepted.

Furthermore, the Réseau de transport de Longueuil reserves the right to modify or delete:

- * Any accusations, true or false, against a person or an organization;
- * Any offensive, disrespectful or harmful comments against a person or an organization;
- * Any solicitation or publicity for the purpose of promoting or supporting a financial or commercial business, or a non governmental organization;
- * Any comments published that is not from the author or any comments written in neither English nor French;
- * Any incomprehensible comments or comments that have no link to the initial post;
- * Any spam or repetitive comments
- * Any comments referring to illegal activities or that encourage its practice thereof.