

# Information and Communications in Canada

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### **Abstracts**

Information and communications (ICT) industry in Canada experienced a shock in 2020. The COVID-19 pandemic introduced strong demand-side pressures in most categories, driving down revenues and cutting profitability. The largest hit was taken by the telecommunications category, which suffered from sluggish business activity and businesses' downtime. Although the pandemic was driving up digital communication channels, free online services dominated causing further stress on traditional solutions p...

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