



Mid-Year Report

August 1, 2014 – January 31, 2015

Executive Summary

5,468
customer
complaints
accepted

5,343
customer
complaints
concluded







87.4%
of complaints
resolved to the
satisfaction of both
the customer and the
service provider

328
confirmed
breaches
of the Wireless Code
by service providers

9
confirmed
breaches
of the Deposit and
Disconnection Code
by service providers

Operational Statistics

TABLE 1: SUMMARY OF KEY STATISTICS

	Complaints accepted	5,468
	Complaints concluded	5,343
	Total Complaints Resolved	4,671
	<i>Complaints resolved at pre-investigations</i>	3,597
	<i>Complaints resolved at investigations</i>	1,074
	Total Complaints closed	639
	<i>Complaints closed at pre-investigations</i>	194
	<i>Complaints closed at investigations</i>	445
	Recommendations Accepted	30
	Decisions Issued	3



CCTS measures its performance against a number of standards. We are pleased to report that all of our year-to-date **performance standards have been met.**

Full details can be found [on our website](#).

Complaints by Service Provider

The five service providers from whose customers we received the most complaints are listed below. A complete list of the number of complaints accepted (by service provider) can be found [on our website](#).

TABLE 2: TOP 5 PARTICIPATING SERVICE PROVIDERS BY COMPLAINTS ACCEPTED

Participating Service Provider	Number of Accepted Complaints
1. Bell	1,989
2. Rogers	1,240
3. WIND	361
4. Virgin Mobile	312
5. Fido	306

Data in this report has not yet been fully audited and is subject to change.

97.7% of accepted complaints were concluded



Issues Raised in Complaints

TABLE 3: TOP 10 ISSUES RAISED IN COMPLAINTS¹

Issue	Wireless	Internet	Local Phone	Long distance	White pages	Directory assistance & Operator services	Number of times issue raised	Percentage of total issues
1. Incorrect Charge	403	489	318	34	1	1	1,246	12.8%
2. Non-disclosure of terms/Misleading information about terms	701	283	156	16	1	0	1,157	11.9%
3. Intermittent/ Inadequate quality of service	364	236	108	6	0	0	714	7.3%
4. Legitimacy and Amount of early cancellation fees	409	120	113	7	0	0	649	6.7%
5. 30 day cancellation policy	202	125	115	4	0	0	446	4.6%
6. Credit/refund not received	208	122	77	15	1	0	423	4.3%
7. Data charges	342	0	0	0	0	0	342	3.5%
8. Material contract change without notice	147	122	28	6	0	0	303	3.1%
9. Credit reporting	188	54	47	6	0	0	295	3.0%
10. Breach of contract	147	61	32	5	0	0	245	2.5%

¹ Complaints can raise more than one issue. Therefore, the number of issues typically exceeds the number of complaints.

“I was more than satisfied with the result of my complaint. Your staff is really professional and knowledgeable, and the process is user-friendly.”



Code of Conduct Reporting

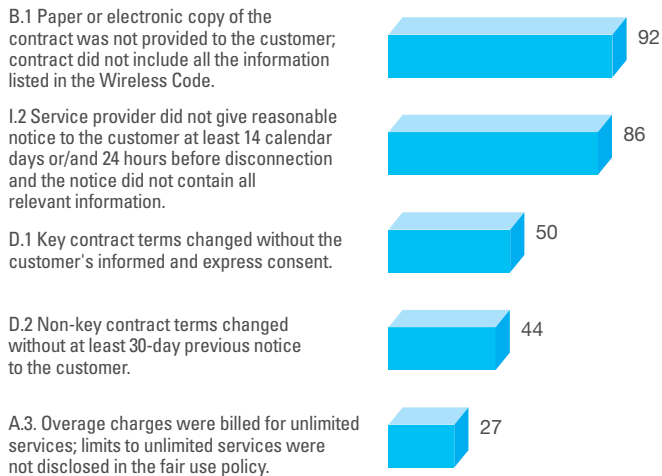
All complaints go through the same complaint handling process described [on our website](#). CCTS does not investigate every alleged breach of a Code. Complaints that are resolved to the mutual satisfaction of the customer and service provider do not receive additional analysis to determine whether a breach of the Code has occurred.

The Wireless Code

TABLE 4: SUMMARY OF WIRELESS CODE ALLEGED AND CONFIRMED BREACHES

	Breaches	Number of complaints in which breaches were raised
Alleged breaches	1,715	901
Investigations	553	203
<i>Confirmed breaches</i>	328	63
<i>No breach</i>	225	140

TABLE 5: DETAILED BREAKDOWN OF TOP 5 WIRELESS CODE CONFIRMED BREACHES²



A breakdown of all confirmed Wireless Code breaches is available [on our website](#).

Terminology

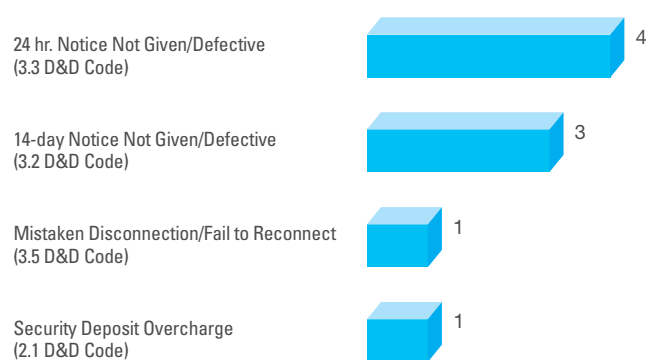
Alleged breach: when a customer claims that the service provider failed to perform an obligation under The Wireless Code ("TWC") or the Deposit and Disconnection Code ("D&D"), or when a CCTS staff member identifies a potential TWC/D&D breach based on the details of a complaint. Each breach references an individual section of the Code. Thus, more than one alleged breach may be recorded in a complaint.

Deposit and Disconnection Code

TABLE 6: SUMMARY OF D&D CODE ALLEGED AND CONFIRMED BREACHES

	Breaches	Number of complaints in which breaches were raised
Alleged breaches	34	17
Investigations	17	9
<i>Confirmed breaches</i>	9	4
<i>No breach</i>	8	5

TABLE 7: DETAILED BREAKDOWN OF ALL D&D CODE CONFIRMED BREACHES³



Confirmed breach: when CCTS can confirm, based on its investigation, that a provision of TWC/D&D has been breached.

No breach: when CCTS has investigated an alleged breach and concluded that the service provider did not breach

This report includes only those Code-related issues that arose in complaints which have been concluded and for which breaches have been confirmed in the reporting period.

² See the CRTC's [Wireless Code](#) for full text of appropriate sections.

³ See the CRTC's [Deposit and Disconnection Code](#) for full text of appropriate sections.