



# MID-YEAR REPORT

August 1, 2016 – January 31, 2017

## Executive Summary

**3,955**  
customer  
complaints  
accepted

**3,882**  
customer  
complaints  
concluded



**89.9%**  
of complaints  
resolved to the  
satisfaction of both  
the customer and  
the service provider

**52**  
confirmed  
breaches  
of the Wireless Code  
by service providers

**7**  
confirmed  
breaches  
of the Deposit and  
Disconnection Code  
by service providers

# Operational Statistics

**TABLE 1: SUMMARY OF KEY STATISTICS**

 <b>Complaints accepted</b>	<b>3,955</b>
 <b>Complaints concluded</b>	<b>3,882</b>
<b>TOTAL COMPLAINTS RESOLVED</b>	<b>3,488</b>
<i>Complaints resolved at Pre-Investigation</i>	2,786
<i>Complaints resolved at Investigation</i>	702
<b>TOTAL COMPLAINTS CLOSED</b>	<b>392</b>
<i>Complaints closed at Pre-Investigation</i>	125
<i>Complaints closed at Investigation</i>	267
<b>Recommendations accepted</b>	<b>1</b>
<b>Decisions issued</b>	<b>1</b>

CCTS measures its performance against a number of standards. Our current results can be found on [our website](#).

## Complaints by Service Provider

**TABLE 2: TOP 5 PARTICIPATING SERVICE PROVIDERS BY COMPLAINTS ACCEPTED**

Participating Service Provider	Number of Accepted Complaints	% of all Accepted Complaints
1. Bell	1,258	31.8%
2. Rogers	535	13.5%
3. Virgin	285	7.2%
4. TELUS	278	7.0%
5. Fido	204	5.2%

All statistics are as at February 1, 2017 and are subject to audit. See [Appendix A](#) for complaints accepted for all service providers.

# Issues Raised in Complaints

**TABLE 3: TOP 10 ISSUES RAISED IN COMPLAINTS<sup>1</sup>**

Issue	Wireless	Internet	Local phone	Long distance	Number of times issue raised	Percentage of total issues
1. Non-disclosure of terms/ Misleading information about terms	470	198	110	17	795	10.7%
2. Incorrect charge	241	254	196	7	698	9.4%
3. Intermittent/Inadequate quality of service	233	316	80	3	632	8.5%
4. Legitimacy and amount of early cancellation fees	151	156	169	1	477	6.4%
5. 30-day cancellation policy/Charges billed after cancellation	126	163	106	3	398	5.4%
6. Credit/refund not received	194	89	56	5	344	4.6%
7. Data charges	283	0	0	0	283	3.8%
8. Credit reporting	147	53	34	1	235	3.2%
9. Breach of contract	135	57	37	3	232	3.1%
10. Material contract change without notice	134	49	34	7	224	3.0%

**TABLE 4: TOP 5 OUT OF MANDATE ISSUES**

Customers often raise issues that fall outside of CCTS' mandate. This table identifies the top 5 issues.

Issue	Mid-Year Report 2016-17	
	Number of Out of Mandate Issues	% of total Out of Mandate Issues
Section 3(b) Broadcasting (television)	2,734	38.5%
Section 4.3 Service provider general operating practices and policies	1,214	17.1%
Section 4.1 Customer service	1,178	16.6%
Section 3(l) Pricing	551	7.8%
Section 3(h) Telemarketing/unsolicited messages	350	4.9%

<sup>1</sup> Complaints can raise more than one issue. The complaints concluded between August 1, 2016 – January 31, 2017 raised 7,430 issues.

# Code of Conduct Reporting

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.

CCTS publishes an [Annotated Guide to the Wireless Code](#) and an [Annotated Guide to the Deposit & Disconnection Code](#) which can be found on our website.

## The Wireless Code

**TABLE 5: SUMMARY OF WIRELESS CODE BREACHES**

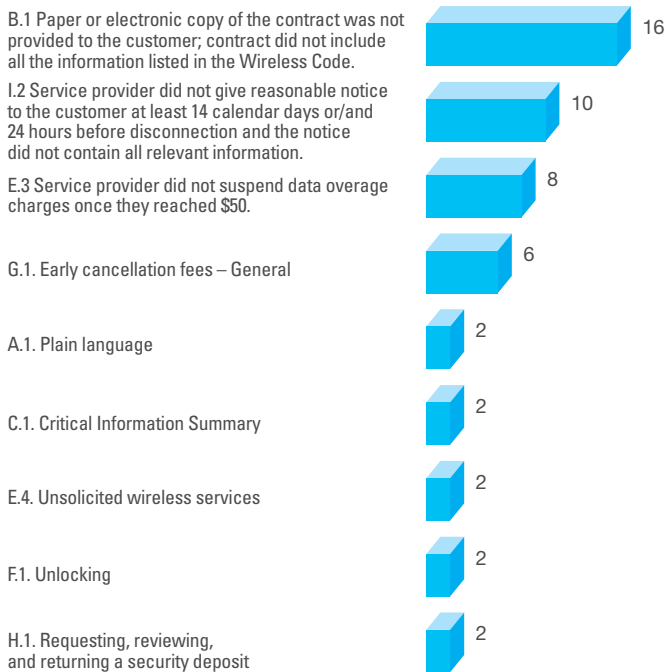


## Deposit and Disconnection Code

**TABLE 7: SUMMARY OF D&D CODE BREACHES**



**TABLE 6: DETAILED BREAKDOWN OF TOP 5 WIRELESS CODE CONFIRMED BREACHES<sup>2</sup>**

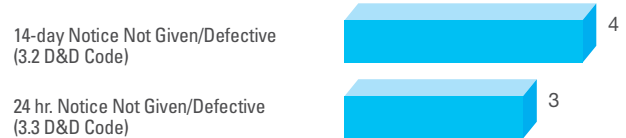


See [Appendix B](#) for breakdown of the confirmed Wireless Code breaches by section.

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

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

**TABLE 8: DETAILED BREAKDOWN OF ALL D&D CODE CONFIRMED BREACHES<sup>3</sup>**



### 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.

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

**No breach:** when we have investigated an alleged breach and concluded that the service provider didn't breach TWC/D&D.

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.

## Appendix A – Service Providers Listed by Accepted Complaints August 1, 2016 – January 31, 2017

List of Participating Service Providers about which we accepted at least one complaint during the period.

Participating Service Provider	Mid-Year Report 2016-17	Proportion of All Complaints Accepted		
		Mid-Year Report 2016-17	Annual Report 2015-16	Change
1. Bell Canada	1,258	31.8%	35.9%	-4.1%
2. Rogers Communications	535	13.5%	10.5%	3.0%
3. Virgin Mobile Canada	285	7.2%	6.1%	1.1%
4. TELUS Communications Company	278	7.0%	7.0%	0.1%
5. Fido	204	5.2%	5.5%	-0.4%
6. Vidéotron s.e.n.c. / Videotron GP	165	4.2%	4.9%	-0.7%
7. Freedom Mobile Inc. (formerly Wind Mobile Corp.)	140	3.5%	6.1%	-2.5%
8. Koodo	115	2.9%	2.5%	0.4%
9. Xplornet Internet Services	113	2.9%	2.3%	0.6%
10. Comwave	88	2.2%	2.0%	0.3%
11. Bell Aliant	73	1.8%	1.0%	0.8%
12. Shaw Communications	60	1.5%	1.0%	0.5%
13. Public Mobile	57	1.4%	0.6%	0.9%
14. Primus	49	1.2%	1.5%	-0.2%
15. Chatr Wireless	42	1.1%	0.3%	0.8%
16. Cogeco Connexion (Ontario)	37	0.9%	0.6%	0.3%
17. Vonage Canada Corporation	29	0.7%	0.5%	0.2%
18. Mobilicity	25	0.6%	0.8%	-0.2%
19. ACN Canada	24	0.6%	0.8%	-0.2%
20. Acanac Inc.	23	0.6%	1.0%	-0.4%
21. Eastlink	23	0.6%	0.5%	0.1%
22. MTS Inc.	22	0.6%	0.8%	-0.2%
23. TekSavvy Solutions Inc.	21	0.5%	0.6%	-0.1%
24. PC Mobile	17	0.4%	0.3%	0.1%
25. Sasktel	16	0.4%	0.3%	0.1%
26. Roam Mobility	14	0.4%	0.1%	0.2%
27. Distributel Communications Limited	13	0.3%	0.3%	0.0%
28. Speak Out Wireless (7-11)	13	0.3%	0.2%	0.1%

## Appendix A – Service Providers Listed by Accepted Complaints August 1, 2016 – January 31, 2017

Participating Service Provider	Mid-Year Report 2016-17	Proportion of All Complaints Accepted		
		Mid-Year Report 2016-17	Annual Report 2015-16	Change
29. Sears Connect	10	0.3%	0.1%	0.1%
30. tbaytel	10	0.3%	0.1%	0.2%
31. ComparAction	7	0.2%	0.1%	0.0%
32. Execulink	6	0.2%	0.0%	0.1%
33. Frontline	6	0.2%	0.0%	0.2%
34. Ooma	6	0.2%	0.0%	0.2%
35. Petro Canada Mobility	6	0.2%	0.2%	0.0%
36. VMedia	6	0.2%	0.3%	-0.1%
37. Yak Communications Corp.	6	0.2%	0.2%	0.0%
38. CIK Telecom Inc.	5	0.1%	0.3%	-0.2%
39. EBOX Inc.	5	0.1%	0.2%	-0.1%
40. InnSys	5	0.1%	0.0%	0.1%
41. VIF Internet	5	0.1%	0.0%	0.1%
42. Bravo Telecom	4	0.1%	0.1%	0.0%
43. Gems Telecom	4	0.1%	0.1%	0.0%
44. italkBB	4	0.1%	0.2%	-0.1%
45. Maskatel	4	0.1%	0.0%	0.1%
46. Phonebox	4	0.1%	0.1%	0.0%
47. Ringcentral Office	4	0.1%	0.0%	0.1%
48. Solo	4	0.1%	0.2%	-0.1%
49. Télébec	4	0.1%	0.1%	0.0%
50. Telehop	4	0.1%	0.0%	0.1%
51. AEI Internet	3	0.1%	0.0%	0.1%
52. Allstream	3	0.1%	0.1%	0.0%
53. Altima Telecom	3	0.1%	0.2%	-0.1%
54. City Wide Communications	3	0.1%	0.0%	0.0%
55. Netscape	3	0.1%	0.0%	0.1%
56. NetTalk	3	0.1%	0.0%	0.1%
57. Start Communications	3	0.1%	0.0%	0.0%

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Participating Service Provider	Mid-Year Report 2016-17	Proportion of All Complaints Accepted		
		Mid-Year Report 2016-17	Annual Report 2015-16	Change
58. Telnet Communications	3	0.1%	0.1%	0.0%
59. Worldline	3	0.1%	0.1%	-0.1%
60. Call Select	2	0.1%	0.2%	-0.1%
61. CCI Wireless	2	0.1%	0.0%	0.0%
62. Cityfone	2	0.1%	0.0%	0.0%
63. Epik Networks	2	0.1%	0.0%	0.0%
64. Lycataalk	2	0.1%	0.0%	0.1%
65. Negotel	2	0.1%	0.0%	0.0%
66. NetSet Communications	2	0.1%	0.0%	0.1%
67. NRTC Communications	2	0.1%	0.0%	0.0%
68. RuralWave	2	0.1%	0.0%	0.1%
69. Sogetel	2	0.1%	0.0%	0.0%
70. Télécommunications Xittel	2	0.1%	0.0%	0.0%
71. Velcom	2	0.1%	0.0%	0.1%
72. Vodalink Telecom	2	0.1%	0.1%	0.0%
73. Voice Network Inc.	2	0.1%	0.0%	0.1%
74. YourLink Inc.	2	0.1%	0.0%	0.1%
75. Achatplus Inc.	1	0.0%	0.0%	0.0%
76. Andrews Wireless	1	0.0%	0.0%	0.0%
77. Axsit	1	0.0%	0.1%	0.0%
78. B2B2C Inc.	1	0.0%	0.0%	0.0%
79. Cable VDN	1	0.0%	0.0%	0.0%
80. Cablevision du nord de Quebec	1	0.0%	0.0%	0.0%
81. Can-net Telecom	1	0.0%	0.0%	0.0%
82. Canada Relink	1	0.0%	0.0%	0.0%
83. Carry Telecom	1	0.0%	0.0%	0.0%
84. CDTel	1	0.0%	0.1%	-0.1%
85. Cogeco Connexion (Quebec)	1	0.0%	0.0%	0.0%
86. Colba.Net	1	0.0%	0.0%	0.0%

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Participating Service Provider	Mid-Year Report 2016-17	Proportion of All Complaints Accepted		
		Mid-Year Report 2016-17	Annual Report 2015-16	Change
87. Compuxellence	1	0.0%	0.0%	0.0%
88. Convergia Networks Inc.	1	0.0%	0.0%	0.0%
89. Fibernetics	1	0.0%	0.0%	0.0%
90. G3 Telecom	1	0.0%	0.0%	0.0%
91. Impact Telecom	1	0.0%	0.0%	0.0%
92. IP4B	1	0.0%	0.0%	0.0%
93. iTel Networks Inc.	1	0.0%	0.0%	0.0%
94. Leaf Telecommunications (LeafTel)	1	0.0%	0.0%	0.0%
95. Nexicom	1	0.0%	0.0%	0.0%
96. Nor-Del Cablevision	1	0.0%	0.0%	0.0%
97. Northwestel	1	0.0%	0.0%	0.0%
98. NuEra Telecom	1	0.0%	0.0%	0.0%
99. On Call Centre	1	0.0%	0.0%	0.0%
100. Porchlight.ca	1	0.0%	0.0%	0.0%
101. Pulse Telecom	1	0.0%	0.2%	-0.2%
102. Quebec internet	1	0.0%	0.0%	0.0%
103. Reliant Communications Inc.	1	0.0%	0.0%	0.0%
104. Seaside Communications (Seaside Cable)	1	0.0%	0.0%	0.0%
105. Selectcom Telecom	1	0.0%	0.0%	0.0%
106. Sunsonic	1	0.0%	0.0%	0.0%
107. Syban Systems Ltd.	1	0.0%	0.0%	0.0%
108. Talkit.ca Inc.	1	0.0%	0.0%	0.0%
109. Tel-Synergy	1	0.0%	0.0%	0.0%
110. Telephone Corp	1	0.0%	0.0%	0.0%
111. ThinkTel	1	0.0%	0.0%	0.0%
112. WiMac Tel	1	0.0%	0.0%	0.0%
113. Xinflix	1	0.0%	0.0%	0.0%
114. Zazeen	1	0.0%	0.0%	0.0%



## Appendix B – Confirmed Wireless Code Breaches by Section August 1, 2016 – January 31, 2017

Section	Confirmed Breaches Mid-Year Report 2016-17	Proportion of All Confirmed Breaches		
		Mid-Year Report 2016-17	Annual Report 2015-16	Change
<b>A. Clarity</b>	<b>2</b>	<b>3.8%</b>	<b>4.5%</b>	<b>-0.7%</b>
A.1. Plain language	2	3.8%	3.3%	0.5%
A.2. Prices	0	0.0%	0.0%	0.0%
A.3. Unlimited services	0	0.0%	1.2%	-1.2%
<b>B. Contracts and related documents</b>	<b>16</b>	<b>30.8%</b>	<b>29.7%</b>	<b>1.1%</b>
B.1(i-ii). Permanent copy of the contract and related documents	11	21.2%	6.1%	15.1%
B.1(iv). a-e Key contract terms and conditions	2	3.8%	12.6%	-8.8%
B.1(iv). f-m Other aspects of the contract	3	5.8%	9.8%	-4.0%
B.2 Prepaid service contracts	0	0.0%	1.2%	-1.2%
<b>C. Critical Information Summary</b>	<b>2</b>	<b>3.8%</b>	<b>0.8%</b>	<b>3.0%</b>
C.1. Critical Information Summary	2	3.8%	0.8%	3.0%
<b>D. Changes to contracts and related documents</b>	<b>1</b>	<b>1.9%</b>	<b>4.5%</b>	<b>-2.6%</b>
D.1. Changes to key contract terms and conditions	1	1.9%	3.7%	-1.8%
D.2. Changes to other contract terms and conditions or related documents	0	0.0%	0.8%	-0.8%
<b>E. Bill management</b>	<b>10</b>	<b>19.2%</b>	<b>8.5%</b>	<b>10.7%</b>
E.1. International roaming notification	0	0.0%	3.3%	-3.3%
E.2. Cap on data roaming charges	0	0.0%	0.0%	0.0%
E.3. Cap on data overage charges	8	15.4%	5.3%	10.1%
E.4. Unsolicited wireless services	2	3.8%	0.0%	3.8%
<b>F. Mobile device issues</b>	<b>2</b>	<b>3.8%</b>	<b>1.2%</b>	<b>2.6%</b>
F.1. Unlocking	2	3.8%	1.2%	2.6%
<b>G. Contract cancellation and extension</b>	<b>7</b>	<b>13.5%</b>	<b>4.1%</b>	<b>9.4%</b>
G.1. Early cancellation fees – General	6	11.5%	2.0%	9.5%
G.2. Early cancellation fees – Calculation – Subsidized device	1	1.9%	1.6%	0.3%
G.4. Trial Period	0	0.0%	0.0%	0.0%
G.5. Cancellation date	0	0.0%	0.4%	-0.4%
<b>H. Security deposits</b>	<b>2</b>	<b>3.8%</b>	<b>1.6%</b>	<b>2.2%</b>
H.1. Requesting, reviewing, and returning a security deposit	2	3.8%	1.6%	2.2%
<b>I. Disconnection</b>	<b>10</b>	<b>19.2%</b>	<b>45.1%</b>	<b>-25.9%</b>
I.1. When Disconnection may occur	0	0.0%	4.5%	-4.5%
I.2. Notice before disconnection	10	19.2%	40.2%	-21.0%
I.3. Disputing disconnection charges	0	0.0%	0.4%	-0.4%
<b>TOTAL</b>	<b>52</b>	<b>100%*</b>	<b>100%</b>	

\* Total percentage rounded