



## Appendix D: Definitions

Below are some terms used throughout the report and their definitions.

**ACCEPTED COMPLAINT:** a customer complaint received during the year and which falls within CCTS' [mandate](#) also sometimes referred to simply as a “complaint”.

**ALLEGED BREACH:** When a customer claims that the service provider failed to perform an obligation under one of the three codes of conduct the CCTS administer (The D&D Code, TWC, and, starting September 1, 2017, the TVSP Code), or when a CCTS staff member identifies a potential Code 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.

**CLOSED:** A complaint that was accepted and then subsequently closed. CCTS may close the complaint for different reasons, including:

- The service provider has made an offer to resolve the complaint that we think is fair and reasonable in light of the specific circumstances of the complaint;
- The complaint was found to be without merit;
- After filing the complaint, the customer either withdrew it or failed to provide the information we needed to conduct our investigation; or
- The complaint should more properly have been brought before another agency, tribunal or court.

**CONCLUDED COMPLAINT:** a complaint that we have accepted and disposed of either by resolving it, closing it, or issuing a Recommendation or Decision. The complaint may have been accepted during the year, or during the preceding year but was concluded during the fiscal year in which it is reported.

**CONFIRMED BREACH:** When we can confirm, based on our investigation, that a provision of a Code has been breached.



**DECISION:** A Decision is issued if either the customer or the service provider rejects the Recommendation. The party rejecting the Recommendation must set out its reasons and the Commissioner will reconsider the Recommendation and issue a Decision. The Commissioner may confirm the original Recommendation or, if the Commissioner concludes that there is substantial doubt as to the correctness of the Recommendation, the Commissioner may modify the Recommendation as appropriate. A Decision is binding on the service provider, but not on the customer. The customer may reject it and pursue other remedies.

**ISSUE:** the specific concern expressed by the customer in the complaint. Many complaints raise more than one issue. For example, a customer may complain that their invoice contains a billing error, and that the unpaid balance resulted in a service disconnection. This would be considered one complaint that raises two issues.

**NO BREACH:** When we have investigated an alleged breach and concluded that the service provider didn't breach the Code in question.

**OUT OF MANDATE:** Complaints about products, services or issues that we cannot investigate are considered to be "[out of mandate](#)."

**RECOMMENDATION:** The complaint was fully investigated. Often, the service provider has not made an offer to informally resolve the complaint, or the offer is not found to be reasonable in light of the specific circumstances of the complaint. We will make a Recommendation requesting that the provider take specific actions to resolve the matter.

**RESOLVED:** The complaint was informally resolved with the assistance of a CCTS team member, to the satisfaction of both the customer and the participating service provider.