



ANNUAL REPORT 2016-17



Contents

2 2016-17 HIGHLIGHTS

3 CHAIR'S MESSAGE

4 COMMISSIONER'S MESSAGE

5 YEAR IN REVIEW

6 OUR MANDATE

7 OUR COMPLAINTS PROCESS: HOW IT WORKS

8 2016-17 COMPLAINTS

2016-17 Operational Statistics
Summary of Leading
Complaint Issues

11 CODE OF CONDUCT REPORTING

Background
Resolving Complaints and
Analyzing Code Compliance
The Wireless Code
The Deposit and Disconnection Code

17 TOPICS AND TRENDS

Overview
Internet
Wireless
The Wireless Code
Non-Disclosure

27 WORKING WITH PARTICIPATING SERVICE PROVIDERS

Top 10 Participating Service
Provider (PSP) Profiles
Non-Compliance
PSP Analysis

41 PUBLIC AWARENESS

Compliance Program
CCTS Website
Accessibility Issues

43 STATISTICAL REPORTS

Contact Centre Activities
Out of Mandate Issues
Analysis of Closed Complaints
Compensation Analysis
Small Business
Performance Standards

48 REGIONAL ANALYSIS

49 CUSTOMER SURVEY RESULTS

What Customers Said About the CCTS
What Customers Said About Service
Provider Public Awareness Activities

52 GOVERNANCE

Board of Directors
Director Biographies
Board Changes
Meetings and Director Attendance
Committee Meetings
CCTS Budget
Strategic and Operational
Initiatives for 2017-18

55 APPENDIX A – COMPLAINTS BY SERVICE PROVIDER

64 APPENDIX B – DETAILED ANALYSIS OF ISSUES RAISED IN COMPLAINTS

70 APPENDIX C – FINANCIAL STATEMENTS

82 APPENDIX D – DEFINITIONS

ACRONYMS

CCTS: Commission for Complaints
for Telecom-television Services

CRTC: Canadian Radio-television
and Telecommunications
Commission

D&D: Deposit and Disconnection

ECF: Early Cancellation Fee

ILEC: Incumbent Local
Exchange Carrier

ISP: Internet Service Provider

PSP: Participating Service Provider

TVSP: Television Service Provider

TWC: The Wireless Code

VoIP: Voice over Internet Protocol

WCAG: Web Content
Accessibility Guidelines

WSP: Wireless Service Provider

YTD: Year to Date

Y/Y: Year over Year



2016-17 Highlights



of complaints resolved, 85% resolved within 40 days

Complaints from small business up

↑15%

now almost 10% of all complaints



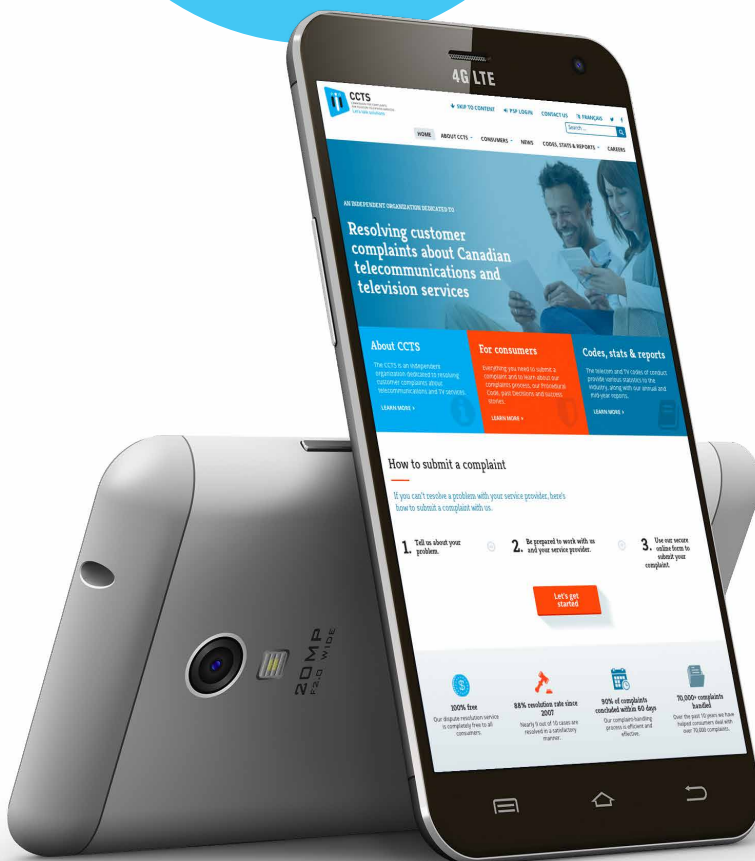
Customers received some form of compensation in 74% of concluded complaints; Average amount of customer compensation per concluded complaint = \$267

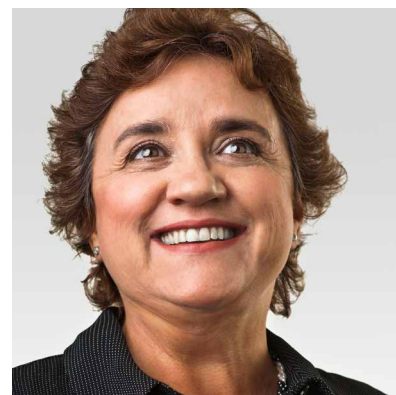
Wireless Code alleged breaches investigated down 40%; Confirmed Code breaches down by 65%

180 service providers had **ZERO** complaints – another 93 had 3 or less



Performance standards – CCTS exceeded all 4 customer service metrics again this year





Chair's Message

This is my inaugural message as the Chair of the Commission for Complaints for Telecom-television Services Board of Directors. I assumed this role at a challenging and eventful moment in CCTS history. 2016-17 was a year in which the CCTS had dueling responsibilities. On one hand, the Board's role was, as always, to ensure that the CCTS maintains its historic, proven effectiveness in resolving consumer disputes in the Canadian telecom industry. On the other hand, it was also necessary to prepare for some major organizational changes, both to meet our strategic objectives and to fulfil the expanded mandate set out for us by the CRTC. I think you will agree, after reading this and the Commissioner's Message, that we have successfully accomplished both.

The Commissioner's Message discusses 2016-17's operational successes. From a governance perspective, however, the CCTS was faced this year with a challenging list of deliverables. In its various 2016 activities, the CRTC asked us to undertake a number of initiatives, such as:

- expanding the mandate to include complaints about subscription TV services, and administration of the new TV Service Provider Code (effective September 1, 2017);
- developing a Participating Service Provider compliance monitoring program, including publicly identifying service providers who are consistently non-compliant;
- enhancing efforts to improve public awareness of the CCTS; and
- continuing the oversight administration of the recently revised and approved Wireless Code (effective December 1, 2017).

I am pleased to report that the Board has responded by making available to CCTS Management the resources necessary to accomplish the expanded responsibilities, and has in turn approved plans to allow the CCTS to effectively meet its assigned mandate. The TV Service Providers were signed up prior to September 1, 2017 and are actively participating. We have developed a compliance monitoring program and we have revised our Public Awareness Plan, to which Participating Service Providers are required to adhere. Both programs will take effect on February 1, 2018. We have

also been analyzing the revisions to the Wireless Code and are preparing to implement them effective December 1, 2017.

The Board has spent considerable time on these projects, including the amendment of several key governing documents including the By-laws, Participation Agreement and Procedural Code, and the adjustment of our new corporate name – now Commission for Complaints for Telecom-television Services – to accommodate the addition of TV services and providers to our organization. I want to thank all of the directors for their diligence in ensuring that all of these projects could be accomplished in such short order.

In October 2016 the Board welcomed Darlene Halwas of Calgary, joining the Board as an independent director, and in her first year she has proven to be a welcome addition to our Board. Under our unique structure, our two other independent directors are elected by Canadian consumer groups. I am pleased to report that these groups re-elected their current sitting representatives, Marina Pavlovic of Ottawa, ON and Jacques C.P. Bellemare of Boucherville, QC, to serve another three-year term (effective as of October 2017). I believe that the Board is thus well-positioned to govern the affairs of the CCTS for the immediate future.

Finally, I wish to offer a word of sincere thanks to the Commissioner, Howard Maker, and to the entire CCTS team, for their tireless efforts to ensure that the CCTS continues to serve the needs of all Canadians as they relate to this nation's telecom and TV industries.



Message from the Commissioner

Howard Maker



Commissioner's Message

In last year's Annual Report, my Message noted a three-year trend of declining complaint volumes, and I offered some thoughts about the possible reasons for the decline. So this year, complaint volumes increased by 11%. I guess you never know.

2016-17 was a hectic year for all of us working at the CCTS. The Chair's Message describes the numerous initiatives that we had to put into place – and we did, with all members of our fantastic team contributing their thoughts, ideas and time (and in many cases, overtime) to multiple projects that absolutely had to be completed. But we never forgot about our “day job”, our “raison d'être” – helping Canadian consumers sort out the problems they are having with their communications services. We have historically done this work with a high degree of efficiency, professionalism and empathy. I am proud to say that this continued in 2016-17.

Our focus on helping consumers and service providers successfully resolve their complaints resulted in almost 91% of the complaints we dealt with this year being successfully resolved. Of these, 85% were resolved within 40 days of us accepting them. And only four complaints required us to resort to our formal Recommendation and Decision processes (compared to 22 last year and 44 in 2014-15). This is a testament to the efficacy of our process and to the confidence that consumers and service providers have in it. And you don't have to take my word for it. Our [customer survey](#) results show – again this year – that consumers found it easy to file their complaints, were very pleased with the quality of the service they received from our Contact Centre agents and our Complaints Resolution Officers, and had high levels of satisfaction with various aspects of our process. We also met all of our [service level objectives](#).

In late July we launched a re-designed website. Our objective was to modernize the “look and feel”, improve the user experience, and re-write most of the content to make it less “technical” and more accessible for consumers. In preparation for the changes we undertook on September 1, we also completely rebuilt our online complaint submission process, which is the method most Canadians use to file complaints with us. We invite you to visit the new site and provide us with your feedback.

The year also saw us make a mark on the industry in a number of ways. The highlight was our involvement in the CRTC's review of its Wireless Code. Our team conducted extensive analysis of the data we generated after years of administering the Code, and prepared detailed, independent and impartial submissions as to the means by which the CRTC could improve the Code, particularly to add clarity, and to adapt to changes in the ever-evolving wireless marketplace. The CRTC issued its revised Code in June 2017 and it was extremely gratifying to see that the CRTC accepted virtually all of our suggestions for revisions to the Code.

Our work continues as our mandate grows to include TV service providers and the new TV Service Provider Code. We are ready for the challenges that come with this and we aspire to continue to serve Canadians with the professional and caring service that they have come to expect.



Year In Review

AUGUST 2016 – CCTS terminates participation of VOIS for non-compliance and refers VOIS to CRTC for action

SEPTEMBER 2016 – CCTS issues update of Annotated Guide to Wireless Code

OCTOBER 2016 – Darlene Halwas elected as independent director; Catherine Boivie appointed as Board Chair for two-year term

OCTOBER 2016 – CCTS confirms that website is WCAG 2.0 Level AA compliant

NOVEMBER 2016 – CCTS issues 2015-16 Annual Report

FEBRUARY 2017 – CCTS participates in CRTC public hearing for review of Wireless Code

APRIL 2017 – CCTS issues Mid-Year Report

APRIL 2017 – CCTS adopts new corporate name effective September 1, 2017

APRIL 2017 – CRTC orders VOIS to take the steps necessary to re-join the CCTS

MAY 2017 – CCTS announces that VOIS has failed to compensate customers and re-join the CCTS

MAY 2017 – Canadian consumer groups re-elect Marina Pavlovic and Jacques C.P. Bellemare to represent them on the CCTS Board for another 3-year term, effective October 2017

JUNE 2017 – CCTS approves amendments to its By-law, Procedural Code and Participation Agreement

JUNE 2017 – CRTC issues updated Wireless Code, effective December 1, 2017

JULY 2017 – CCTS launches re-designed website

JULY 2017 – CRTC issues decision (Telecom Regulatory Policy 2017-235) addressing an issue first raised by the CCTS in 2014 involving consumer protection gaps when wholesale service providers disconnect service being offered to retail providers who re-sell to consumers

JULY 2017 – CCTS begins process to “sign up” all TV service providers required to participate by September 1

AUGUST 4, 2017 – CCTS approves amendments to PSP Public Awareness Plan, effective February 1, 2018 (coincident with effective date of PSP Compliance Program)



2016-17

Our Mandate

The CCTS is an independent organization dedicated to working with consumers, small business customers, and participating Canadian telecommunications and television service providers to resolve complaints relating to most telecom and subscription TV services. We work in an independent, fair, effective, and efficient manner, after direct communications between a customer and a service provider have proven ineffective.

Our Mandate



TELEVISION

(came into effect September 1, 2017)



WIRELESS

(including voice, data and text)



INTERNET



LOCAL PHONE



LONG DISTANCE

(including prepaid calling cards)



WHITE PAGE DIRECTORIES, DIRECTORY ASSISTANCE AND OPERATOR SERVICES

We are able to assist with most types of problems that can arise between a customer and his or her service provider, including:



CONTRACT DISPUTES

for example, disputes about whether there is a contract, what is included in a contract or how the contract should be interpreted, or whether the provider's conduct meets its contractual obligations, or misunderstandings about the particulars of a contract or term;



BILLING

for example, complaints about being overcharged, whether due to a billing system error, human error or a price that is different than advertised, or about being billed for per-use services which they claim they did not use;



SERVICE DELIVERY

for example, complaints about the installation, repair or disconnection of service, including the quality of the service, or unreasonable interruptions to service, and transfers of service from one provider to another; and,



CREDIT MANAGEMENT

for example, complaints about security deposits, payment arrangements and collections treatment of customer accounts.

Please see the [Mandate](#) page of our website for full details.

OUR COMPLAINTS PROCESS:

How it works

1

ASSESSMENT

We determine whether the complaint is within mandate. If so, we accept the complaint.



2

COMPLAINT ACCEPTED

We forward the complaint to the service provider, which will attempt to resolve the complaint directly with its customer.



3

RESOLUTION

The service provider has 30 days to inform us whether or not the complaint has been successfully resolved. If so, the matter is concluded. If not, we collect information from both parties to begin an investigation.



4

INVESTIGATION

We analyze the evidence provided and use this analysis to suggest ways in which the complaint might be resolved amicably.



5

RECOMMENDATION

If the complaint cannot be resolved and the customer is entitled to redress, we issue a written Recommendation to all parties.



6

DECISION



One or both parties have rejected the Recommendation. We issue a written Decision. The customer may accept or reject the Decision. If the customer accepts it, the service provider is required to implement it.



2016-17 COMPLAINTS

In this section, we provide a broad overview of this year's complaint data. Additional detailed analysis follows throughout the report. Definitions for the terms used in this section can be found in [Appendix D](#).

2016-17 Operational Statistics 3-year summary

	2016-17	2015-16	2014-15
 Complaints Accepted	9,097	8,197	9,988
 Complaints Concluded	8,641	8,323	10,238
TOTAL COMPLAINTS RESOLVED	7,846	7,431	8,894
<i>Complaints resolved at Pre-Investigation</i>	6,510	5,979	6,952
<i>Complaints resolved at Investigation</i>	1,336	1,452	1,942
TOTAL COMPLAINTS CLOSED	791	870	1,300
<i>Complaints closed at Pre-Investigation</i>	297	311	534
<i>Complaints closed at Investigation</i>	494	559	766
Recommendations accepted	3	19	36
Decisions issued	1	3	8

2016-17 Operational Statistics



7,846 COMPLAINTS RESOLVED

- **6,510**
Complaints resolved at Pre-Investigation
- **1,336**
Complaints resolved at Investigation

791 COMPLAINTS CLOSED

- **297**
Complaints closed at Pre-Investigation
- **494**
Complaints closed at Investigation

3 RECOMMENDATIONS ACCEPTED

1 DECISION ISSUED

Summary of Leading Complaint Issues

TABLE 1: SUMMARY OF LEADING ISSUES

	Billing	Contract dispute	Service delivery	Credit management	Total
Wireless	3,826	2,907	1,368	442	8,543
Internet	2,156	2,009	1,454	144	5,763
Local phone	1,356	1,491	815	104	3,766
Long distance	204	79	80	5	368
Directory assistance	6	1	–	–	7
White page directories	1	–	–	–	1
Operator services	–	–	–	–	–
TOTAL	7,549	6,487	3,717	695	18,448

TABLE 2: LINE OF BUSINESS

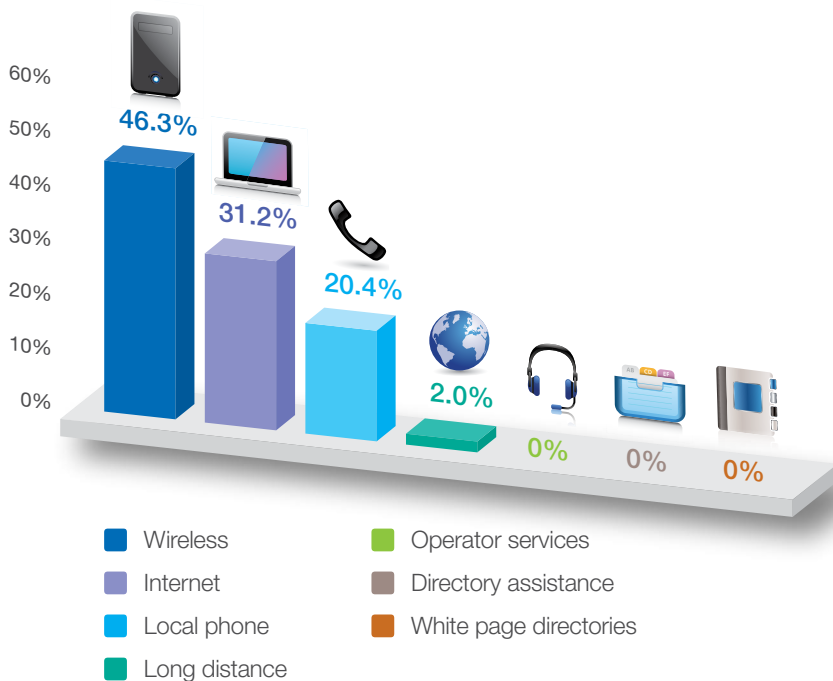
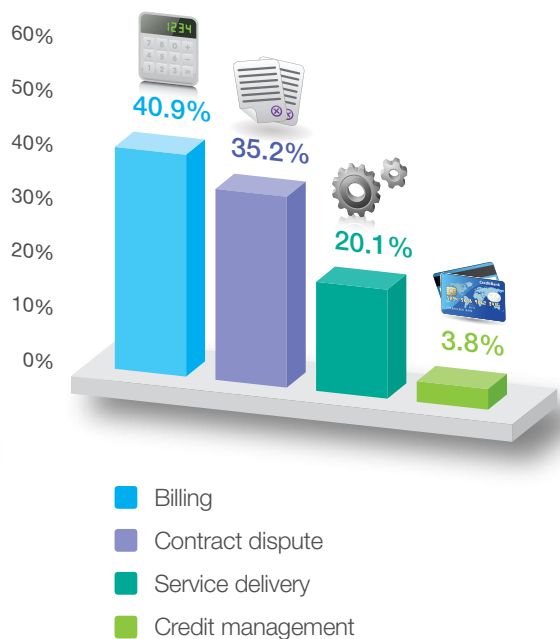


TABLE 3: MAIN ISSUES



Please note that the percentages in the tables throughout the report may not add up to 100% due to rounding.

Code of Conduct Reporting



SECTION CONTENT

Background

11 | Resolving Complaints and Analyzing Code Compliance

11 | The Wireless Code

12 | The Deposit and Disconnection Code

15

Background

In 2016-17 we were responsible for administering two codes of conduct issued by the CRTC: The Wireless Code (TWC), which applies to consumer and small business wireless services; and the Deposit & Disconnection Code (D&D), which applies only to residential home phone services. Our core mandate is to facilitate the resolution of complaints between consumers, including small businesses, and their service providers. In attempting to resolve complaints, and during the course of our investigations, we seek to determine whether the service provider reasonably met its responsibilities towards its customer. We use the Codes as yardsticks against which we can measure service provider conduct in the context of our complaint-resolution activities. We're also tasked with reporting on our activities related to the administration of these two Codes.

Starting on September 1, 2017, we are also responsible for administering the Television Service Provider Code.

“Thanks CCTS for all the help to resolve my complaint with my service provider.”

– M.P., wireless customer, P.E.I.

Resolving Complaints and Analyzing Code Compliance

When we accept a customer complaint we record and track all of the issues raised in the complaint. Some complaints raise questions about whether a service provider has complied with a Code of Conduct. We call these “alleged breaches”.

Our complaint-handling process is designed to provide for prompt resolution of complaints. The great majority of complaints are resolved to the satisfaction of the customer and the service provider at an early stage of our process. When complaints are resolved, there is no need for us to investigate the underlying issues, including to determine whether or not there have been any violations of a code of conduct. In those cases we haven't collected the evidence necessary to determine whether there has been a violation of a code, so these issues remain characterized as “alleged breaches”. In those cases that we do investigate, we can determine whether there has been a violation. We categorize these proven violations as “confirmed breaches”. When we investigate and determine that there has not been a violation, we categorize those as “no breach”.

In this section, we present statistical reports on breaches of the Wireless Code and the Deposit and Disconnection Code.

The Wireless Code

In its development of TWC, the CRTC sought to ensure that consumers of retail voice and data services are better informed of the rights and obligations contained in their contracts with wireless service providers. TWC applies to individual and small business consumers, and all wireless service providers must follow its guidelines. When it created TWC, the CRTC asked us to administer it and report our findings.

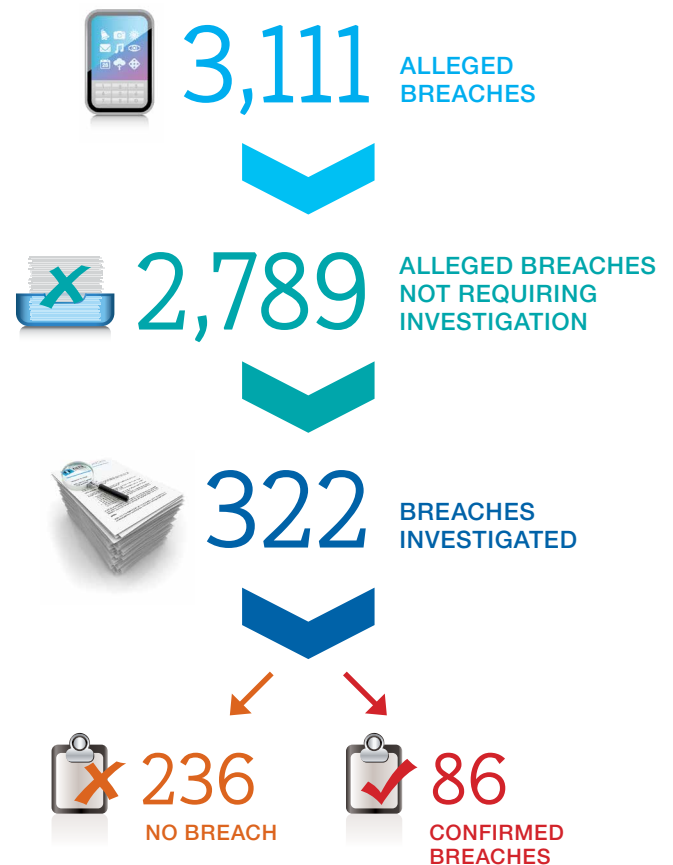
In June of 2017 the CRTC issued a revised TWC that will come into effect on December 1, 2017 ([Telecom Regulatory Policy CRTC 2017-200](#)). As part of that decision the CRTC clarified a number of provisions in the original TWC, in line with many of the CCTS's previous interpretations, and instructed CCTS to apply those clarifications until the new TWC takes effect.

The report below details the number of times we dealt with complaints that raised potential breaches of TWC, as well as the number of times we were able to confirm whether a breach of TWC did (or didn't) occur. We identify the specific sections of TWC that were breached as well as the wireless service provider involved. The results should be read in light of the process described above as well as the terminology described in [Appendix D](#).



The table below shows that in 2016-17 we identified 3,111 alleged breaches of the TWC. We investigated the possibility of a breach in 322 instances and confirmed breaches 86 times.

TABLE 4: SUMMARY OF TWC BREACHES



"Your organization is absolutely needed."

– T.M., wireless customer, ON

2016-17 Code of Conduct Reporting

The table below provides a detailed overview of the 86 breaches we confirmed in 2016-17, the year-over-year change, including a detailed breakdown by specific section of TWC Code and the percentage of total number of confirmed breaches.

TABLE 5: TWC CONFIRMED BREACHES BY SECTION

Code Section	2016-17		2015-16		Y/Y Change
	Number of confirmed breaches	% of total confirmed breaches	Number of confirmed breaches	% of total confirmed breaches	
A. Clarity	5	5.8%	11	4.5%	-54.5%
A.1. Plain language	4	4.7%	8	3.3%	-50.0%
A.2. Prices	1	1.2%	0	0.0%	–
A.3. Unlimited services	0	0.0%	3	1.2%	–
B. Contracts and related documents	25	29.1%	73	29.7%	-65.8%
B.1(i-iii) Permanent copy of the contract and related documents	15	17.4%	15	6.1%	0.0%
B.1(iv) a-e Key Terms and Conditions	7	8.1%	31	12.6%	-77.4%
B.1(iv) f-m Key Terms and Conditions	3	3.5%	24	9.8%	-87.5%
B.2 Prepaid service contracts	0	0.0%	3	1.2%	–
C. Critical Information Summary	3	3.5%	2	0.8%	50.0%
C.1. Critical Information Summary	3	3.5%	2	0.8%	50.0%
D. Changes to contracts and related documents	3	3.5%	11	4.5%	-72.7%
D.1. Changes to key contract terms and conditions	3	3.5%	9	3.7%	-66.7%
D.2. Changes to other contract terms and conditions or related documents	0	0.0%	2	0.8%	–
E. Bill Management	19	22.1%	21	8.5%	-9.5%
E.1. International roaming notification	1	1.2%	8	3.3%	-87.5%
E.2. Cap on data roaming charges	0	0.0%	0	0.0%	–
E.3. Cap on data overage charges	15	17.4%	13	5.3%	15.4%
E.4. Unsolicited wireless services	3	3.5%	0	0.0%	–
F. Mobile device issues	3	3.5%	3	1.2%	0.0%
F.1. Unlocking	3	3.5%	3	1.2%	0.0%
G. Contract cancellation and extension	10	11.6%	10	4.1%	0.0%
G.1. Early cancellation fees – General	8	9.3%	5	2.0%	60.0%
G.2. Early cancellation fees – Calculation – Subsidized device	1	1.2%	4	1.6%	-75.0%
G.3. Early cancellation fees – No subsidized device	0	0.0%	0	0.0%	–
G.4. Trial Period	0	0.0%	0	0.0%	–
G.5. Cancellation date	1	1.2%	1	0.4%	0.0%
H. Security deposits	2	2.3%	4	1.6%	-50.0%
H.1. Requesting, reviewing, and returning a security deposit	2	2.3%	4	1.6%	-50.0%
I. Disconnection	16	18.6%	111	45.1%	-85.6%
I.1. When Disconnection may occur	3	3.5%	11	4.5%	-72.7%
I.2. Notice before disconnection	13	15.1%	99	40.2%	-86.9%
I.3. Disputing disconnection charges	0	0.0%	1	0.4%	–
TOTAL	86		246		-65.0%

The table below provides the year-over-year change in the number of confirmed breaches, as well a breakdown of 2016-17 confirmed breaches by service provider and specific section of TWC.

TABLE 6: TWC CONFIRMED BREACHES BY SERVICE PROVIDER

Service Provider	2016-17											
	Number of confirmed breaches	% of all confirmed breaches	Y/Y Change	Section A. Clarity	Section B. Contracts and related documents	Section C. Critical Information Summary	Section D. Changes to contracts and related documents	Section E. Bill Management	Section F. Mobile device issues	Section G. Contract cancellation and extension	Section H. Security deposits	Section I. Disconnection
Rogers	25	29.1%	31.6%	16.0%	28.0%	12.0%	4.0%	32.0%	0.0%	0.0%	0.0%	8.0%
Bell Canada	19	22.1%	-81.4%	0.0%	31.6%	0.0%	10.5%	36.8%	10.5%	5.3%	5.3%	0.0%
Telus	17	19.8%	41.7%	0.0%	23.5%	0.0%	0.0%	0.0%	5.9%	29.4%	0.0%	41.2%
Koodo	11	12.8%	120.0%	0.0%	36.4%	0.0%	0.0%	0.0%	0.0%	18.2%	0.0%	45.5%
Freedom Mobile Inc. (formerly Wind Mobile Corp.)	6	7.0%	-88.5%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	33.3%
Virgin	3	3.5%	-88.9%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	33.3%	0.0%
Fido	3	3.5%	-78.6%	33.3%	33.3%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%
Phonebox	2	2.3%	-80.0%	0.0%	0.0%	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%
Videotron	0	–	-100%	–	–	–	–	–	–	–	–	–
Mobilicity	0	–	-100%	–	–	–	–	–	–	–	–	–
PC Mobile	0	–	-100%	–	–	–	–	–	–	–	–	–
TOTAL	86	100%	-65.0%	–	–	–	–	–	–	–	–	–

The Deposit and Disconnection Code

The D&D Code was developed by the industry, approved by the CRTC, and came into effect in May 2012. It's a mandatory code of conduct that provides residential home phone customers with certain protections in cases where they're required to provide a deposit as a condition of obtaining home phone service, or when a service provider intends to disconnect the customer's home phone service. We track and record "alleged breach", "confirmed breach" and "no breach" results in the same way we do for the Wireless Code.

The table below shows that in 2016-17 we identified 117 alleged breaches of the D&D Code. We investigated the possibility of a breach in 32 instances and confirmed breaches 13 times.

"Very pleased with your help and believe it would have never been rectified without your help. I am most grateful."

– N.C., home phone customer, B.C.

TABLE 7: SUMMARY OF D&D CODE BREACHES



The table below provides a detailed overview of the 13 breaches we confirmed in 2016-17, as well as a detailed breakdown by specific section of the D&D Code, including the percentage of total number of confirmed breaches.

TABLE 8: D&D CONFIRMED BREACHES BY SECTION

Code Section	2016-17		2015-16	
	Number of confirmed breaches	% of total confirmed breaches	Number of confirmed breaches	% of total confirmed breaches
2.3 Fail to review/refund	0	0.0%	1	4.0%
3.1 Improper disconnection / No grounds	1	7.7%	0	0.0%
3.2 Notice at least 14 days prior	6	46.2%	11	44.0%
3.3 Advise customer 24 hours prior	6	46.2%	10	40.0%
3.4 Disconnection outside prescribed hours	0	0.0%	3	12.0%
TOTAL	13	100%	25	100%

The table below provides the year-over-year change of the number of confirmed breaches, as well a breakdown of 2016-17 confirmed breaches by the service provider in question and specific section of the D&D Code, including the percentage of total number of confirmed breaches.

TABLE 9: D&D CONFIRMED BREACHES BY SERVICE PROVIDER

Service Provider	2016-17					
	Number of confirmed breaches	% of all confirmed breaches	Y/Y Change	Section 3.1 Improper disconnection / No grounds	Section 3.2 Notice at least 14 days prior	Section 3.3 Advise customer 24 hours prior
Bell Canada	4	30.8%	-81.8%	—	50.0%	50.0%
Bell Aliant	4	30.8%	—	—	50.0%	50.0%
Canada Relink	3	23.1%	—	33.3%	33.3%	33.3%
Shaw	2	15.4%	—	—	50.0%	50.0%
Primus	0	—	-100%	—	—	—
Yak	0	—	-100%	—	—	—
TOTAL	13	100%	-48.0%	—	—	—



Topics and Trends

SECTION CONTENT

Overview

17 Internet

19 Wireless

20 The Wireless Code

21 Non-disclosure

26

Overview

In 2016-17, Canadians filed complaints about their service providers over 9,000 times, an increase of 11% over last year, reversing a three-year trend of declining complaints. We are proud to have been able to successfully resolve 91% of these complaints.

Most complaints raise more than one issue. This year consumers raised a total of 18,448 individual issues that fell within CCTS' mandate, an increase of about 17% over last year. Issues relating to wireless services continue to be raised the most often, representing 46% of all issues raised, followed by problems with internet service, which account for another 31% of issues. Although wireless is still the area about which customers raise the most concerns, the proportion of all issues raised that relate to wireless has actually declined for the third straight year. Conversely, the proportion of all issues raised that relate to internet has increased for the seventh year in a row.

We also report 86 confirmed breaches of the Wireless Code (the Code) in 2016-17, a 65% decrease from last year, largely driven by declines in the number of confirmed breaches of Section I (disconnection) and Section B (contracts and related documents).

Often we can confirm a breach of a CRTC code only if we were required to fully investigate the complaint, something that happens in less than 6% of all complaints. However, we also track the number of times codes are "alleged" to have been breached – that is, the number of times compliance with the requirements of the codes is questioned, even if we were not required to fully investigate the complaint to resolve it. In 2016-17, although the number of confirmed breaches of the Code declined by 65%, questions of compliance with the code actually increased by almost 8%, resulting in 3,111 "alleged breaches".

TABLE 10: NUMBER OF ISSUES BY LINE OF BUSINESS, YEAR OVER YEAR CHANGE

Line of Business	2016-17	2015-16	Y/Y Change
Wireless	8,543	7,931	8%
Internet	5,763	4,177	38%
Phone	3,766	3,086	22%
Other	376	567	-34%
TOTAL	18,448	15,761	17%

In this section we discuss some of the most common types of complaint and code issues we saw in 2016-17 and what we believe may be causing them. We do this to provide consumers with important information about service provider conduct and to give service providers the feedback they need in order to address these problems. We also help highlight issues and practices about which all interested parties should be aware.

TABLE 11: TOP 10 ISSUES RAISED IN COMPLAINTS

Issues	2016-17		2015-16		Y/Y change
	Number of issues	% of total issues	Number of issues	% of total issues	
1 Incorrect charge	2,333	12.6%	1,358	8.6%	71.8%
2 Non-disclosure of terms/Misleading information about terms	2,016	10.9%	1,891	12.0%	6.6%
3 Intermittent/Inadequate quality of service	1,413	7.7%	1,213	7.7%	16.5%
4 Legitimacy and amount of ECF	1,111	6.0%	988	6.3%	12.4%
5 Material contract change without notice	814	4.4%	351	2.2%	131.9%
6 Material contract change	791	4.3%	199	1.3%	297.5%
7 30-day cancellation policy/Charges for services not received after cancellation	783	4.2%	1,109	7.0%	-29.4%
8 Breach of contract	746	4.0%	646	4.1%	15.5%
9 Credit/refund not received	698	3.8%	643	4.1%	8.6%
10 Data charges	609	3.3%	527	3.3%	15.6%

Please see [Appendix B](#) for detailed breakdown of all issues raised in complaints.

Each concluded complaint may raise more than one issue.

“Great job, thanks! Very well handled and in a professional manner.”

– U.R., home phone customer, N.B.

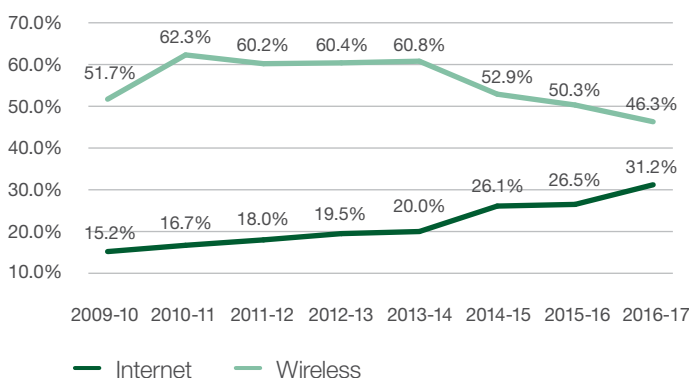


Internet

In 2016-17 consumers raised concerns about their internet service almost 5,800 times, an increase of 38% compared to last year, making internet **the service about which consumer concerns have increased the most**.

We also note that concerns about internet are increasingly accounting for a greater proportion of all issues raised by customers, an ongoing trend for the last **seven** years. Although concerns about wireless still account for the majority of issues, we are troubled by the increasing number of internet issues being raised by consumers, the specific types of issues they are raising, as well as the increasing proportion of all issues raised with us that relate to internet.

TABLE 12: PROPORTION OF ISSUES RELATING TO INTERNET AND WIRELESS, YEAR OVER YEAR

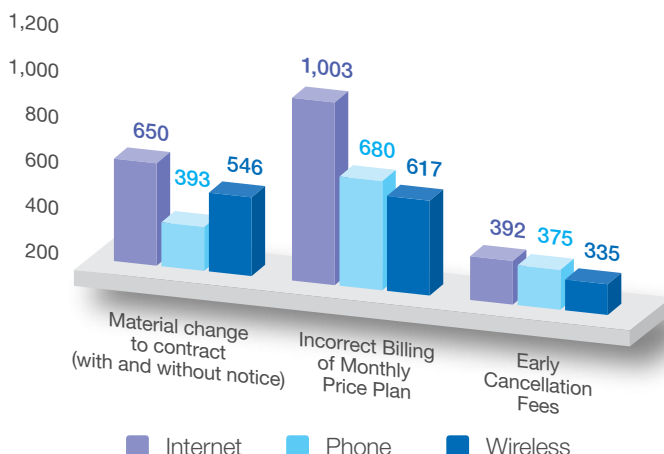


We note specifically that while the proportion of all issues raised that relate to wireless has either remained steady or declined in six out of the last seven years, the proportion of concerns about internet have increased steadily in each of those last seven years.

The increase in internet issues is largely driven by problems related to contracts and billing. Specifically, we note a sharp increase in the number of times consumers are raising concerns about internet service providers (ISPs) making material changes to their contracts. In some of these cases, the ISPs provided notice prior to making the material changes and in other cases they did not. Combined, these issues were raised 336% more often in 2016-17 than last year.

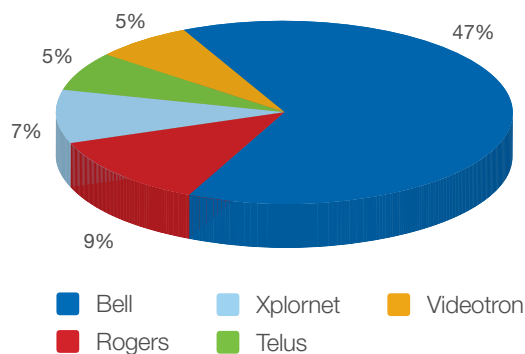
We have also noted a significant increase in the number of times internet customers raised concerns about the accuracy of their monthly billing. In 2016-17 this concern was raised over 1,000 times, representing a year-over-year increase of 111%. We have also noted similar trends regarding early cancellation fees, which were raised 392 times this year, 57% more often than last year. In fact, across all lines of business, internet customers raise concerns about material contract changes, incorrect monthly charges and early cancellation fees more often than any other telecom customer.

TABLE 13: SELECTED ISSUES BY LINE OF BUSINESS



In February 2017 Bell raised the price of its internet, phone and TV service, resulting in a large increase in the number of Bell internet complaints we received. Our data shows that 47% of all internet issues were raised by Bell customers, a disproportionate number considering that Rogers, which had the second-most internet issues, accounted for only 9%. In fact, 75% of internet customers that raised a concern about a material change to a contract were Bell customers. Additionally, 70% of all internet customers that raised a concern about the accuracy of their monthly bill were also Bell customers.

TABLE 14: PERCENTAGE OF ALL INTERNET ISSUES – TOP 5 ISPs



We note, for example, that while Bell internet customers often raise a dozen or so concerns about a material change to their contract each month, we recorded over 300 such issues from Bell customers in March 2017 alone. In total almost 500 concerns about material contract changes from Bell internet customers were recorded in 2016-17. Although we are concerned about the number of complaints coming from Bell customers about this issue, we are pleased to report that we were able to help resolve 94% of them.



Case Study #1

A customer from Alma, QC had internet and TV service for \$113 per month under a two-year commitment. After only two months of service, he received a bill that was \$15 more than what he had agreed to pay, and after being unable to resolve his concern with the provider, made a complaint to the CCTS. Although complaints about TV were not within our mandate at that time, we agreed to help the customer try to resolve the part of his complaint that related to his internet service. During our investigation, we found that the terms and conditions of his internet contract allowed his provider to change his monthly price plan so long as it provided him with advance notice. The provider was able to demonstrate to our satisfaction that such notice had indeed been given and that it therefore reasonably met its obligations toward its customer. Nonetheless, the provider offered to delay the price increase for four months and provided a credit of \$27 which satisfied the customer and resolved the complaint.

The CRTC recently considered the extent to which internet consumers are provided with accurate and clear information. In December 2016 it ruled that¹ by June 2017, all ISPs that provide fixed broadband internet service to consumers and small businesses must ensure that contracts and related documents clearly explain the services included in the contract, any limits on the use of service and the minimum monthly charge, among other things. We welcome this ruling and are eager to see the extent to which these new requirements may positively impact the consumer experience and the number of internet complaints. However, we also recommend that the industry take steps to specifically ensure that customers understand when ISPs are permitted to make changes to important aspects of internet contracts (such as the minimum monthly price and the data allotment that is included) since concerns about changes to contracts (both with and without notice) account for 11% of all issues raised by internet customers.

Quality Counts

In 2016-17, 740 concerns about the **quality** of internet service were raised, representing 13% of all internet issues and 75% of all internet repair/loss of service issues reported. In fact, quality of internet service is the second most frequently raised issue among all internet customers. In reviewing this data, we found that 22% of these issues were raised by customers of Xplornet, a disproportionate number considering Xplornet accounts for less than 3% of all complaints, and less than 7% of all internet issues.



Case Study #2

A customer from McTaggart, SK complained to us about the poor quality of internet service she was receiving from her provider, and it failed to address her concerns to her satisfaction. She informed us that she received internet service at home through a fixed wireless connection between a tower and a home receiver antenna and that her service reliability was very poor, resulting in regular periodic outages that would last about 24 hours. Her service provider then sold its business to another provider. The customer explained that once this sale was completed, her service went from bad to worse, with service outages now lasting up to one month. She also claimed that she was supposed to obtain a 10 Mbps download speed but that she could only ever obtain, at best, 700 Kbps. During the course of our investigation the service provider acknowledged that there were service issues with this customer, and with all customers receiving service from the same tower. It further advised us that its terms of service contained a clause which stipulated that service would be provided on a “reasonable efforts” basis and that the service provider could not guarantee the quality of its service. We looked into the matter and were able to confirm that the provider’s terms of service were as they indicated. Nonetheless, and given the extent of this particular customer’s service outages, the provider agreed to credit the customer for the periods in which she had no or poor service and to allow her to cancel her service without penalty, a result that satisfied the customer.

Wireless

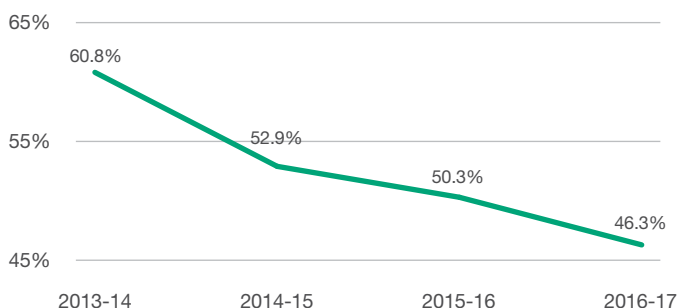
In 2016-17 consumers raised concerns with their wireless service over 8,500 times, an increase of almost 8% over last year. Concerns about incorrect billing of the monthly price plan and data charges were the issues raised most often by wireless customers, and each accounts for 16% of all wireless issues. Problems with incorrect billing of the monthly price plan were raised 29% more often this year compared to last year, a disproportionately high rate of increase compared to the 8% increase we report for wireless issues overall.

Declining proportion of complaints

Although wireless continues to be the area about which consumers raise the most concerns – accounting for 46% of all issues raised this year – the proportion of all issues raised that relate to wireless **actually declined for a third straight year**. And, although consumers raised almost 8% more wireless issues in 2016-17 than in 2015-16, this increase is significantly less than the overall 17% increase for all issues raised across all lines of business.

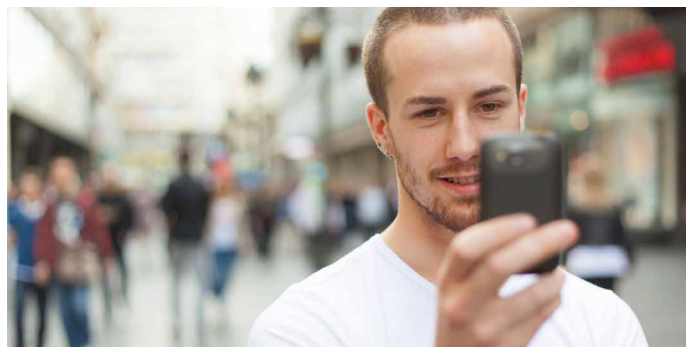
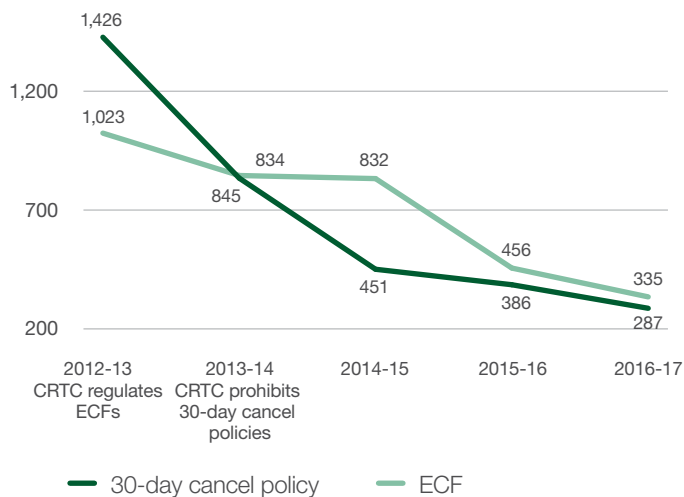
¹ Para 235 of [Telecom Regulatory Policy CRTC 2016-496](#)

TABLE 15: PROPORTION OF ALL ISSUES RELATED TO WIRELESS



The modest increase in the number of wireless issues reported compared to last year is attributable in part to a steady decline in the number of concerns raised about early cancellation fees (-27% y/y) and 30-day cancellation policies/charges after cancellation date (-26% y/y), reductions that were offset by the high number of concerns about incorrect billing of monthly wireless charges. It is particularly interesting to note that the timing of these reductions coincides with the CRTC's regulation of early cancellation fees (ECF) and its prohibition against the billing of charges other than ECFs after the cancellation date.

TABLE 16: WIRELESS – ECF AND 30-DAY CANCEL/CHARGED AFTER CANCELLATION ISSUES, YEAR OVER YEAR



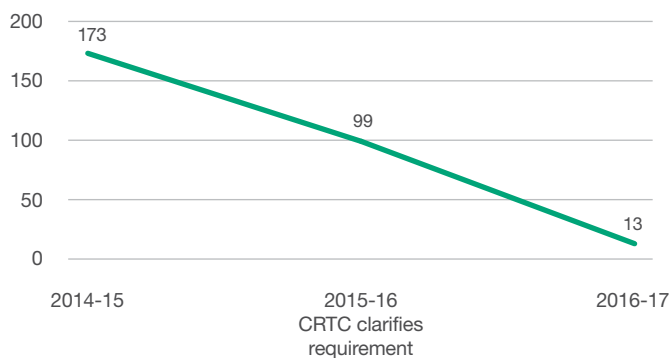
The Wireless Code

In 2016-17, we confirmed 86 breaches of the Wireless Code, a 65% decrease from 2015-16. This decrease was driven by a significant reduction in the number of confirmed breaches of section I2 which requires wireless service providers (WSPs) to give customers advance notice prior to disconnecting service (-87% y/y), and section D1 (-67% y/y) which prohibits WSPs from making unilateral changes to key contract terms and conditions.

Providing Code-compliant Notice

In our 2014-15 Annual Report, we identified a number of complaints from wireless customers whose service had been disconnected without the notice required by the Code. Some WSPs were of the view that the Code did not require prior notice to be given in these circumstances because they had just “suspended” the customer’s service, not “disconnected” it. We informed the WSPs that our interpretation of the Code was that the notification requirements also applied to suspension of service. We resolved the cases that came to us on the basis of our interpretation, but many WSPs continued to suspend service without providing proper Code-compliant notice. The CRTC reviewed this practice and in August 2015 it confirmed our interpretation of this Code requirement. Since 2014-15, the fiscal year before the CRTC issued its clarification, the number of confirmed breaches of section I2 has decreased by 93%.

TABLE 17: WIRELESS CODE SECTION I(2) – CONFIRMED BREACHES



Early Cancellation Fees

Although we report declines in the total number of overall confirmed breaches of the Code, our review of the complaint data does reveal that WSPs may be having difficulty complying with certain sections of the Code. In particular, we report a 60% increase in the number of confirmed breaches of section G1 compared to last year. Section G1 prohibits a service provider from charging a customer a fee or penalty other than the early cancellation fee (ECF). This is a surprising result given that the number of times customers raised concerns about ECFs generally decreased by 27% compared to last year. We note that half of the confirmed breaches of section G1 involved TELUS customers, a disproportionate result given that TELUS only accounts for less than 7% of all complaints and less than 10% of all wireless issues.

TABLE 18: WIRELESS CODE – G1 – CONFIRMED BREACHES

Service Provider	# Confirmed Breaches	% of G1 Confirmed Breaches
TELUS	4	50%
Bell	1	13%
Freedom Mobile	1	13%
Koodo	1	13%
Virgin	1	13%
TOTAL	8	–

Under the Waterline

Although the number of confirmed breaches of the Wireless Code is down significantly, it is important to remember that in 2016-17, we were required to investigate just over 10% of the instances in which concerns with the Code were raised. We investigate potential breaches of codes only if the complaint cannot be informally resolved – thus what we report is just the tip of the iceberg and not what lies under the waterline. The information gleaned from the data we report on confirmed breaches allows us to identify the areas in which there are Code-related challenges for WSPs. It is, however, equally important to consider what may lie under the waterline – the areas in which we record concerns about compliance with Code requirements (called alleged breaches), even if we were not required to conduct an investigation and therefore cannot confirm with 100% certainty that a failure to comply occurred. It is particularly important to consider the Code sections in which there are a disproportionately high number of “alleged” breaches as this allows the industry to focus its attention on these areas and proactively ensure its understanding of, and compliance with, the related Code requirements. It is equally important for the regulator and other interested parties to be aware

of these concerns so that they can determine whether the Code actually provides the consumer safeguards that it seeks to offer.

Although we confirmed only 86 breaches of the Code in 2016-17, we identified another 3,111 potential breaches. The table below lists the top five most common issues among the alleged breaches.

TABLE 19: TOP 5 ALLEGED BREACHES

TWC Section	2016-17	2015-16	Y/Y Change
D1 – Changes to Key Contract Terms and Conditions	526	277	90%
E3 – Cap on Data Overage Charges	338	266	27%
I2 – Notice Before Disconnection	294	350	-16%
B1(i-iii) Permanent Copies and Alternative Formats of Contracts	224	112	100%
B1 (iv)(f-m) – Disclosure Requirements re: Other Aspects of the Contract	192	164	17%

Unilateral Changes to Contracts

We confirmed only three breaches of section D1 of the Code (the prohibition on unilateral changes to key contract terms and conditions), a 67% year-over-year decline. Thus one might conclude that the concerns previously identified by consumers about unilateral changes to wireless contract terms no longer exist. However, a review of these statistics shows that concerns about WSP compliance with this requirement were raised 600 times in 2016-17 (sections D1 + D2), a year-over-year increase of 94%. This additional data puts the analysis into a different light. In fact, there are more concerns raised specifically with section D1 than any other section, accounting for 17% of all alleged breaches.

We track this data because we know that such unilateral changes can have a serious impact on consumers, in particular if service providers change a key term, such as the monthly price or the amount of data included in the contract. In reviewing our data, we found that Rogers was subject to 33% of the alleged breaches of section D1, followed by Bell at 31%. The high proportion of alleged breaches that relate to Rogers is somewhat surprising since Rogers accounts for less than 12% of all complaints and only 14% of complaints that raise a general concern about contract changes.



Case Study #3

A customer from Peterborough, ON complained that her wireless service provider increased her \$60 monthly plan by \$7 without her consent. Although it replaced her unlimited local calling and 500 long distance minutes with an unlimited Canada-wide calling feature, the customer was upset about the price increase and complained to us, since she did not ask for this change and did not receive any prior notice of it. During our investigation, we confirmed that the customer was on an automatically renewing monthly contract at the time of the change, which meant that the service provider was prohibited from making any changes to the customer's "key contract terms and conditions" during the monthly billing cycle without the customer's consent. The service provider could not demonstrate that it provided the customer with advance notice of the change, or that the customer had provided her consent to the change. We therefore confirmed a breach of section D1(i) of the Wireless Code. The complaint was resolved to the customer's satisfaction when her provider agreed to apply a credit to her account representing two months' service.

More Information, Please

Section B1(iv) of the Wireless Code requires WSPs to ensure that contracts for postpaid wireless service clearly disclose the information consumers need to know. Subsections (a) through (e) list the key contract terms and conditions that must be disclosed and cannot be changed without the customer's consent, such as:

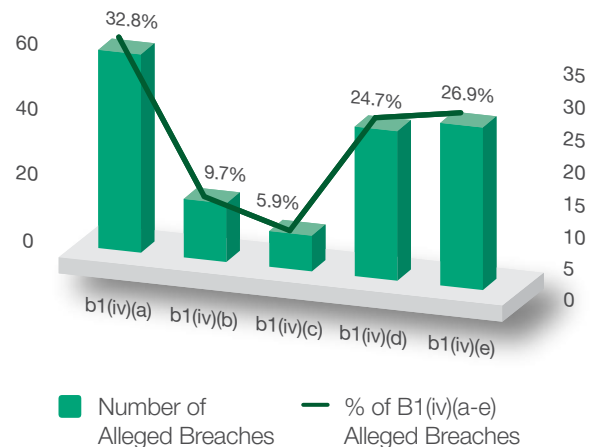
- the services included in the contract and any limits on their use,
- the monthly price, and
- the length of the commitment period.

Subsections (f) through (m) list other aspects of the contract that must be disclosed and that may be changed with advance notice, such as information on fair use policies and trial periods. Time and again, customers are telling the CCTS that they did not know about key terms and conditions, or other aspects of their contract, and we must investigate whether the service provider fulfilled its disclosure obligations under the Wireless Code.

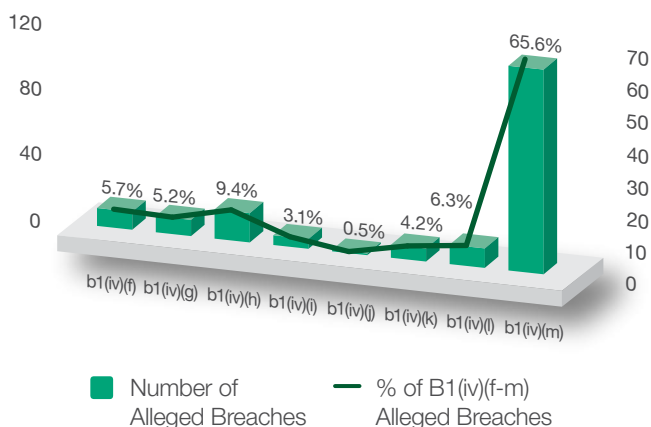
In 2016-17 we reported only 7 confirmed breaches of B1(iv)(a-e) and 3 confirmed breaches of B1(iv)(f-m), collectively representing an 82% decrease over the previous year. This decrease was largely driven by improvements in the number of confirmed breaches related to Freedom Mobile (formerly Wind), Bell, and Rogers customers. However, concerns about compliance with the disclosure requirements related to key contract terms and conditions (section B1(iv)(a-e)) were actually raised 186 times this year, an increase of 54% compared to last year. Concerns about compliance with the disclosure requirements related to other aspects of the contract (section B1(iv)(f-m)) were raised an additional 192 times.

Our review of the data shows us that the majority of the alleged breaches of B1(iv)(a-e) relate to some of the most important information a consumer needs to know: subsection (a) (the services included in the contract and any limits on the use of the service), subsection (e) (information about subsidized devices) and subsection (d) (information about ECFs). Also, 66% of the alleged breaches of B1(iv)(f-m), or 126 alleged breaches, related to subsection (m) (where customers can find information about the CCTS, the Wireless Code, and bill management tools).

**TABLE 20: WIRELESS CODE
SECTION B1(iv)(a-e) – ALLEGED BREACHES**



**TABLE 21: WIRELESS CODE –
B1(iv)(f-m) – ALLEGED BREACHES**



Case Study #4

A customer from Toronto, ON complained to us that she signed up for wireless service and a free device, but when she reviewed her first bill she noticed that her service provider had billed her for a plan that was different than the one to which she had agreed. She called her provider and asked to cancel her service but, to her surprise, upon cancellation the provider billed her an early cancellation fee (ECF) which was the balance owing on the device she thought was “free”. When we investigated the complaint, we reviewed the contract and found that her service provider failed to include important information, in particular the length of the contract term and information about the device subsidy/ECF. We therefore confirmed a breach of section B1(iv)(c) and (d) of the Code. We informed the service provider of its failure to provide the required information on the customer’s contract and it agreed to credit the ECF, resolving the complaint to the customer’s satisfaction.



Case Study #5

A customer from Calgary, AB complained about poor network coverage, dropped calls, and intermittent and unreliable quality of service. When we investigated, we found that his service provider had failed to include in the contract any information about where the customer could find its coverage map, as required by the Code. We confirmed a breach of Section B1(iv)(m) of the Wireless Code and worked with the customer and service provider to find a solution. The complaint was resolved when the service provider agreed to apply a credit representing two months’ of service, waived the current account balance and refunded the customer the cost of his device.

It is essential that consumers receive a clear and accurate contract that details the key terms and conditions of their service, as required by the Wireless Code, and we encourage WSPs to review their contracts to ensure compliance with this important requirement.

Cap It

Section E3 of the Wireless Code requires a service provider to suspend data overage charges once they reach \$50 within a single monthly billing cycle unless the customer agrees to pay additional charges, a requirement introduced by the CRTC to help reduce consumer “bill shock”. We are often called upon to investigate complaints in which customers are surprised by the amount they have been billed for data usage and in many cases, surprised to learn that other users on their shared wireless plan were able to consent to incur these additional charges on their behalf.

In last year’s Annual Report we raised our concern that at least one service provider (Rogers) was multiplying the \$50 data cap threshold by the number of devices activated on the shared plan, thereby significantly increasing the total additional data charges that could be incurred by the customer. We informed it that the data overage charges had to be capped at \$50 per monthly billing cycle regardless of the number of devices activated on the account, but it continued this practice.

**TABLE 22: WIRELESS CODE
SECTION E3 – ALLEGED BREACHES**

Service Provider	# of Alleged Breaches E3	% of Alleged Breaches E3	% of all complaints
Bell	128	37.9%	35.7%
Rogers	64	18.9%	11.8%
Virgin	42	12.4%	6.7%
TELUS	32	9.5%	6.9%
Fido	31	9.2%	5.0%

In 2016-17 we reported 15 confirmed breaches of section E3, a modest 15% increase compared to last year. However, we also recorded 338 instances in which WSP compliance with section E3 was raised, a 27% increase compared to last year.

Our review of this data indicates that Bell and Virgin, a division of Bell Mobility, account for half of these alleged breaches while Rogers and Fido, a member of the Rogers organization, account for 28%. TELUS accounts for another 9.5%. Together, these five providers represent 90% of all alleged breaches of E3, a number disproportionate to their overall share of complaints.

Similarly, section E2 requires WSPs to cap data roaming charges when these reach \$100 within any single monthly billing cycle. Although we report no confirmed breaches of this section, concerns about WSP compliance with this requirement were raised 112 times in 2016-17, an increase of 42% compared to the year before.



Case Study #6

A customer from Oakville, ON had a shared plan and complained to us because his wireless service provider did not suspend his data overage charges at \$50. One month he received an invoice that included \$90 of data overage charges. During our investigation we discovered that another user, who was not the account holder but rather a device user on the account, had consented to go over the \$50 cap. We concluded, consistent with our previous interpretation, that the service provider breached section E3(i) of the Code because it failed to demonstrate that the account holder expressly consented to go over the \$50 data overage cap. The service provider agreed to remove the \$90 data overage charge and gave the customer an additional goodwill credit, which we considered to be a reasonable resolution to the customer's complaint.

We do, however, still note our concern with what seems to be an on-going practice of multiplying the \$50 data cap by the number of devices activated on the account, in spite of the CCTS informing the industry that this practice does not comply with the requirements of E3. In its review of the Wireless Code, the CRTC supported the CCTS' interpretation of E3. We are hopeful that this will help reduce the number of complaints and code breaches relating to the data cap threshold.

A Deeper Look

In reviewing some of the 3,111 alleged instances of non-compliance with the Wireless Code in 2016-17, we saw other areas of potential concern. Specifically, sections B2, A3 and F1 were subject to either no, or very few, confirmed breaches but a significant number of instances in which compliance with the requirements of those sections was called into question.

Section B2 of the Wireless Code sets out the requirements related to pre-paid services. Although there were no confirmed breaches reported, we recorded concerns about compliance with this section 93 times in 2016-17, an increase of 60% over last year. The majority of these concerns (88%) relate specifically to section B2(i) which requires WSPs to disclose the conditions and fees that apply to the pre-paid account balance. Given the nature of pre-paid services and the fact that historically complaints from pre-paid customers tend to relate to the conditions associated with the balance on the pre-paid account, such as how much time the customer has to use the money on the account and when it must be "topped up", these disclosure requirements are fundamentally important.

Section A3 prohibits WSPs from charging a customer any overage charges for services purchased on an unlimited basis, and from limiting the use of these services unless these limits are clearly explained in the provider's policies. Although we reported no confirmed breaches of this section in 2016-17, we recorded 40 instances in which compliance with this requirement was

questioned. Similar to section B2, the requirement in section A3 is one of disclosure – to ensure that consumers understand when and how their provider may, for example, limit the use of an unlimited data option or long distance plan.

Section F1 of the Wireless Code sets out the requirements for unlocking devices. We reported only 3 confirmed breaches of this section this year but 82 alleged breaches. Half of these specifically relate to section F1(i)(b) which requires WSPs to ensure that customers with *unsubsidized* devices either receive an unlocked phone or be given the means to unlock the phone at the rate specified by the provider and upon request.



Case Study #7

A customer from Sackville, NB complained that when he was unable to get his service provider to unlock his device. When we investigated we found that the customer no longer had a device subsidy owing to the provider and that the provider should have unlocked the device, or given the customer the means to unlock the device, upon request and at the provider's usual price. But when the customer asked the provider to unlock his device, it informed him that he would have to go in person to the nearest warranty centre, which at the time was almost 1,000 kilometres away! The customer service representative (CSR) was not able to further assist the customer and the customer was informed that a supervisor would only be able to call him back in a couple of days. During our investigation we also found that the CSR could not access the information he required to help the customer unlock the device without the customer having to present himself to the warranty centre because the service had already been transferred to another service provider. And, since the new service provider did not have access to the code to unlock the phone, the customer could not have his unsubsidized device unlocked immediately upon request as was required by the Wireless Code. The service provider offered to waive its customary fee to unlock the device and provided compensation of \$45 to the customer which we found reasonable to resolve the complaint.





In establishing the Wireless Code, the CRTC noted that locked devices can be a barrier for customers to change service providers and therefore do not contribute to a more dynamic market place. It therefore required WSPs to provide customers unlocked devices, or the means to unlock them, after 90 days in cases where the WSP has provided the customer a device subsidy. But, in cases in which no device subsidy was provided, the device must be unlocked immediately upon request. Given the important public policy objectives underlying the requirement to provide unlocked devices, we wish to draw the industry's attention to the number of potential concerns about non-compliance with this requirement. The CRTC has recently revised the Code to require that, effective December 1, 2017 all newly purchased devices be provided to customers unlocked and to allow existing customers the means to unlock their devices without charge, upon request. We hope that this will help reduce the number of concerns raised about this issue. However, we also urge service providers to not only ensure that their policies are compliant with code requirements but that their employees are aware of these requirements and how to action requests to unlock devices.

Non-Disclosure

Many of the issues we discuss in this year's Annual Report raise a common underlying concern about the sufficiency of the disclosure of important information by service providers to their customers.

In last year's Annual Report, we reported a reduction in the number of these issues after many years of having identified increases. We were cautiously optimistic that the CRTC's recent work aimed at ensuring clear and accurate disclosure of important information to wireless and TV consumers would help to ensure a continued downward trend in the number of times these concerns are raised.

Unfortunately, we have again noted an increase in these issues for 2016-17. Consumers raised concerns about the non-disclosure of important information, or having been provided with misleading information, over 2,000 times this year, up 7% compared to last year.

TABLE 23: 2016-17 NON-DISCLOSURE/ MISLEADING INFORMATION ISSUES

Line of Business	Number	Percentage	Y/Y Change
Wireless	1,127	56%	0%
Internet	547	27%	21%
Phone	313	16%	16%
Other	29	1%	-38%
TOTAL	2,016	–	7%



Case Study #8

A customer from Ottawa, ON signed up for a bundle of services which included home phone, for a monthly rate of \$119.77. Once he began using the service, he realized that calling features he wanted, such as call display and call waiting, were not available. When he spoke to his provider, it told him that his plan did not include those calling features and that he could have them at an extra cost. Unable to resolve the matter with his provider, he complained to the CCTS. The customer informed us that when he signed up for the service he was advised by the provider that the calling features were included. During our investigation, the service provider was unable to provide us with any documentation or other information to clarify which services were to be included in the customer's monthly plan. It therefore offered to add the calling features which the customer says were to be included in his service for a period of 18 months, which resolved the complaint to the customer's satisfaction.

To ensure a positive consumer experience and to avoid unnecessary complaints to the CCTS, providers should take greater steps to clearly and accurately communicate the information that customers need. This will not only help enhance the consumer experience and avoid unnecessary complaints, but is, in many cases, a requirement imposed by the CRTC. We note that although over half of these problems are being reported by wireless customers, the overall increase in "non-disclosure/ misleading information" issues is increasingly being driven by internet and phone customers. We therefore urge service providers in all lines of business – wireless, internet, phone and TV – to review their practices surrounding clear and accurate disclosure of information, both through their official policies and documents, and through the material available to their front-line employees.

Working with Participating Service Providers

In this section, we present the results for those service providers that have been the subject of the greatest number of complaints. We also discuss some of the challenges we have faced working with service providers, including those related to compliance with their obligations.

TABLE 24: TOP 25 PSPs BY COMPLAINTS ACCEPTED






Provider	2016-17						
	Accepted Complaints	Percentage of all Complaints	Y/Y % Change of Complaints Accepted	Concluded Complaints	Resolution Rate (% of all resolved complaints vs all concluded; 91% global)	Escalation Rate (% of all escalated complaints vs all concluded; 21% global)	% of escalations escalated due to 6.6 of Proc. Code (11% global)
Bell Canada	3,247	35.7%	10.4%	3,129	90.3%	22.0%	0.0%
Rogers	1,078	11.8%	25.2%	1,031	89.9%	18.9%	4.8%
Telus	631	6.9%	10.7%	628	88.4%	18.6%	1.7%
Virgin	608	6.7%	22.3%	594	96.5%	18.4%	0.0%
Fido	455	5.0%	0.4%	431	92.8%	12.8%	6.2%
Videotron	346	3.8%	-13.9%	338	92.6%	15.1%	0.0%
Freedom Mobile (Formerly WIND Mobile)	298	3.3%	-40.2%	271	91.5%	19.9%	1.7%
Koodo	263	2.9%	27.1%	249	88.8%	16.1%	0.0%
Xplornet	256	2.8%	36.2%	231	96.1%	13.4%	0.0%
Comwave	224	2.5%	40.0%	211	92.4%	16.1%	3.1%
Shaw	159	1.7%	87.1%	134	93.3%	14.9%	14.3%
Primus	141	1.5%	15.6%	125	88.8%	24.8%	10.0%
Bell Aliant	129	1.4%	57.3%	118	89.0%	27.1%	0.0%
Cogeco Connexion (Ontario)	104	1.1%	112.2%	87	87.4%	5.7%	20.0%
Public Mobile	104	1.1%	126.1%	88	89.8%	11.4%	0.0%
Chatr	85	0.9%	240.0%	72	88.9%	41.7%	18.9%
Bell MTS	69	0.8%	11.3%	57	91.2%	12.3%	0.0%
ACN Canada	64	0.7%	0.0%	60	96.7%	13.3%	22.2%
Eastlink	62	0.7%	63.2%	52	98.1%	26.9%	6.7%
Vonage	60	0.7%	50.0%	60	93.3%	28.3%	16.7%
TekSavvy	55	0.6%	14.6%	43	86.0%	14.0%	0.0%
Acanac	41	0.5%	-47.4%	52	88.5%	65.4%	66.7%
Sasktel	31	0.3%	24.0%	31	90.3%	12.9%	0.0%
PC Mobile	30	0.3%	30.4%	30	96.7%	20.0%	0.0%
Speak Out Wireless (7-11)	27	0.3%	35.0%	28	89.3%	75.0%	94.1%



2016-17

Working with Participating Service Providers

Top 10 Participating Service Provider (PSP) Profiles

1. BELL		 90.3% Resolution rate		3,247 accepted complaints		 35.7% of all complaints
10.4% Y/Y change in complaints accepted				 22.0% Escalation rate (% of all escalated complaints vs all concluded; 21% global)		
Wireless Code breaches		TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17		COMPARED TO 2015-16	Y/Y CHANGE	
2016-17						
22.1% 19		\$ Incorrect charge 1,394		672	107.4%	
2015-16						
41.5% 102		 Non-disclosure of terms/Misleading information about terms 770		727	5.9%	
Y/Y CHANGE						
-81.4%						
.....						
TOP 3 BREACHES OF THE WIRELESS CODE		 Material contract change without notice 485		148	227.7%	
6 Section E3(i) 2 Section B1(i)b 2 Section D1(i)						

TRENDS

Compared to last year, we saw a significant decrease in the number of Wireless Code and D&D Code confirmed breaches, and an increase of almost 4% in the rate of complaints resolved. Bell had no escalations to Investigations for failure to reply.

We did see a large spike in complaints alleging a material contract changes without notice (up by 227.7%), as well as

incorrect monthly charges (up by 107.4%). These were based largely on a monthly rate increase imposed upon internet and home phone customers. However, there was a considerable decrease in complaints alleging that customers were charged for services after cancellation and that they did not receive pro-rated refunds (down by 44.3%).

Working with Participating Service Providers

2. ROGERS



89.9%
Resolution rate

1,078
accepted
complaints



11.8%
of all
complaints

25.2% Y/Y change in
complaints accepted

18.9% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

29.1% | 25

2015-16

7.7% | 19

Y/Y CHANGE

31.6%

TOP 3 BREACHES OF THE WIRELESS CODE

6 Section E3(i)
3 Section A1(ii)
2 Section B1(i)b

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Non-disclosure
of terms/Misleading
information about terms

265

COMPARED TO 2015-16

242

Y/Y CHANGE

9.5%



Incorrect charge

264

169

56.2%



Intermittent/Inadequate
quality of service

167

109

53.2%

TRENDS

This year we noted a 25.2% increase in the number of complaints accepted. The most significant changes in the subject matter of those complaints were related to incorrect monthly charges and intermittent/inadequate service delivery (both up by slightly over 50%). We also saw a

significant increase (31.6%) in confirmed breaches of the Wireless Code. We also noted a decrease in the number of complaints escalated to Investigations for lack of a proper reply (down to under 5%)



2016-17

Working with Participating Service Providers

3. TELUS



88.4%
Resolution rate

631
accepted
complaints



6.9%
of all
complaints

10.7% Y/Y change in
complaints accepted

18.6% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

19.8% | 17

2015-16

4.9% | 12

Y/Y CHANGE

41.7%

TOP BREACHES OF THE WIRELESS CODE

- 4 Section G1(i)
- 4 Section I2(ii)
- 3 Section I2(iii)
- 3 Section B1(i)b

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Non-disclosure
of terms/Misleading
information about terms

145

COMPARED TO 2015-16

89

Y/Y CHANGE

62.9%



Incorrect charge

94

55

70.9%



Credit reporting

78

74

5.4%

TRENDS

The overall number of complaints increased by 10.7% this year, which is an improvement over last year's 22.3% increase. We also observed a significant increase in the number of confirmed breaches of the Wireless Code (up by 41.7%). Customer allegations of misleading information or non-disclosure of contract terms increased by 62.9%.

Similarly, issues related to incorrect billing charges were up by 70.9%. Last year's top issue indicated by TELUS customers was that, after cancelling their service, they were being charged for the remainder of the month and were not receiving pro-rated refunds; this year, the number of those allegations dropped by 41.7% (from 127 to 74).



2016-17

Working with Participating Service Providers

4. VIRGIN



96.5%
Resolution rate

608
accepted
complaints



6.7%
of all
complaints

22.3% Y/Y change in
complaints accepted



18.4% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

3.5% | 3

2015-16

11.0% | 27

Y/Y CHANGE

-88.9%

TOP 3 BREACHES OF THE WIRELESS CODE

1 Section E3(i)
1 Section G1(i)
1 Section H1(i)c

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Non-disclosure
of terms/Misleading
information about terms

161

COMPARED TO 2015-16

133

Y/Y CHANGE

21.1%



Data charges

95

84

13.1%



Incorrect charge

84

60

40.0%

TRENDS



The number of accepted complaints increased this year by 22.3%. Those complaints focused increasingly on issues related to incorrect billing charges (up by 40%), and non-disclosure or misleading information about contract terms (up by 21.1%). However, we saw a very positive 88.9%

decrease (from 27 to only 3 this year) in confirmed breaches of the Wireless Code. In addition, Virgin had an industry-leading (tied) record for having no complaints escalated to Investigations for failure to reply to the complaint.






2016-17

Working with Participating Service Providers

5. FIDO	 92.8% Resolution rate	455 accepted complaints	 5.0% of all complaints
---------	--	-------------------------------	--

0.4% Y/Y change in complaints accepted	 12.8% Escalation rate (% of all escalated complaints vs all concluded; 21% global)
---	---

Wireless Code breaches	TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17		COMPARED TO 2015-16	Y/Y CHANGE
2016-17 3.5% 3	 Non-disclosure of terms/Misleading information about terms	118	89	32.6%
2015-16 5.7% 14	 Incorrect charge	77	43	79.1%
Y/Y CHANGE -78.6%	 Data charges	53	58	-8.6%
TOP 3 BREACHES OF THE WIRELESS CODE 1 Section A1(ii) 1 Section B1(i)a 1 Section E4(i)				

TRENDS

We accepted roughly the same number of complaints against Fido this year (up by only 0.4%, as compared to an overall increase of 11% for all PSPs). However, we saw a spike in the number of issues related to incorrect monthly charges (up by almost 80%), while the number of issues related to

non-disclosure or misleading information about contract terms increased by 32.6%. Confirmed breaches of the Wireless Code decreased by 78.6%, from 14 to only 3 this year. Fido's rate of complaints escalated to Investigations, at 12.8%, was the lowest among the top 10 PSPs.



2016-17

Working with Participating Service Providers

6. VIDEOTRON



92.6%
Resolution rate

346
accepted
complaints



3.8%
of all
complaints

-13.9% Y/Y change in
complaints accepted



15.1% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

— | 0

2015-16

1.2% | 3

Y/Y CHANGE

-100%

TOP 3 BREACHES OF THE WIRELESS CODE

None

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Incorrect charge

138

COMPARED TO 2015-16

123

Y/Y CHANGE

12.2%



Non-disclosure
of terms/Misleading
information about terms

99

132

-25.0%



Breach of contract

38

55

-30.9%

TRENDS

We saw a 13.9% drop in the number of complaints accepted. The number of complaint issues regarding non-disclosure or misleading contract terms decreased by 25%, while the number of breach of contract issues was down by 30.9%. This year, just like two years ago, Videotron had

no confirmed breaches of any of the Codes (last year there were 3 confirmed breaches of the Wireless Code). This year, no complaints were escalated to Investigations for failure to reply, marking a significant improvement from last year's 14.7%.



2016-17

Working with Participating Service Providers

7. FREEDOM MOBILE / WIND



91.2%
Resolution rate

298
accepted
complaints

3.2%
of all
complaints

-40.2% Y/Y change in
complaints accepted

19.9% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

7.0% | 6

2015-16

21.1% | 52

Y/Y CHANGE

-88.5%

TOP BREACHES OF THE WIRELESS CODE

- 1 Section B1(i)a
- 1 Section B1(iv)e
- 1 Section B1(iv)m.iv
- 1 Section G1(i)
- 1 Section I1(i)a
- 1 Section I1(ii)

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Intermittent/Inadequate
quality of service

80

COMPARED TO 2015-16

85

-5.9%



Non-disclosure
of terms/Misleading
information about terms

58

131

-55.7%



Roaming charges

35

44

-20.5%

TRENDS

The number of complaints accepted dropped significantly for the second year in a row – a decrease of 40.2% this year, following a decrease of 29% in 2015-16. We also saw a two-year pattern of reduced Wireless Code confirmed breaches (from 422 to 52, and this year down to 6).

However, we saw a significantly higher number of instances of customers complaining about non-disclosure or misleading information about contract terms (up by 55.7%). Its rate of escalations to Investigation also improved, going from 29.1% last year to 19.9% this year.



2016-17

Working with Participating Service Providers

8. KOODO



88.8%
Resolution rate

263
accepted
complaints



2.9%
of all
complaints

27.1% Y/Y change in
complaints accepted

16.1% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

12.8% | 11

2015-16

2.0% | 5

Y/Y CHANGE

120.0%

TOP 3 BREACHES OF THE WIRELESS CODE

3 Section I2(ii)
2 Section I2(iii)
2 Section B1(i)a

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Credit Reporting

47

54

-13.0%



Non-disclosure
of terms/Misleading
information about terms

46

35

31.4%



Invoices not received

39

14

178.6%

TRENDS

We noted a 27.1% increase of the number of complaints accepted this year. Like last year, the most frequent issue raised by customers was credit reporting, although this was raised 13% less often than last year. The most significant change in the subject of complaints was customers not

receiving their invoices (up by 178.6%). Also, the number of complaints alleging non-disclosure or misleading contract terms increased by 31.4%. Also this year, Koodo had no complaints escalated to Investigations for failure to reply, a notable improvement from last year's 7.1%.

Working with Participating Service Providers

9. XPLORNET



96.1%
Resolution rate

256
accepted
complaints



2.8%
of all
complaints

36.2% Y/Y change in
complaints accepted

13.4% Escalation rate (% of all escalated
complaints vs all concluded; 21% global)

Wireless Code breaches

2016-17

N/A | N/A

2015-16

N/A | N/A

Y/Y CHANGE

N/A

TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17



Intermittent/Inadequate
quality of service

168

COMPARED TO 2015-16

111

Y/Y CHANGE

51.4%



Legitimacy and
amount of ECF

66

29

127.6%



Non-disclosure
of terms/Misleading
information about terms

35

29

20.7%

TOP 3 BREACHES OF
THE WIRELESS CODE
N/A

TRENDS




We accepted 256 complaints this year, a 36.2% increase over last year (188). This year, the most significant increase in complaint issues was about the legitimacy or the amount of early cancellation fees (up by 127.6%), while issues related to intermittent or inadequate service were up by 51.4%.




There were no escalations to Investigations for failure to reply, while the rate of escalations to Investigations overall improved from 23.7% last year to 13.4% this year, one of the lowest among the top 10 PSPs.



2016-17

Working with Participating Service Providers

10. COMWAVE		92.4% Resolution rate	224 accepted complaints	 2.5% of all complaints
	40.0%	Y/Y change in complaints accepted	 16.1%	Escalation rate (% of all escalated complaints vs all concluded; 21% global)

Wireless Code breaches	TOP 3 ISSUES RAISED IN COMPLAINTS IN 2016-17		COMPARED TO 2015-16	Y/Y CHANGE
2016-17				
N/A N/A	 Legitimacy and amount of ECF	130	73	78.1%
2015-16				
N/A N/A	 Non-disclosure of terms/Misleading information about terms	63	48	31.3%
Y/Y CHANGE				
N/A	 Intermittent/Inadequate quality of service	58	36	61.1%
.....				
TOP 3 BREACHES OF THE WIRELESS CODE				
N/A				

TRENDS

We observed a significant increase in complaints accepted (up by 40%). The issues most frequently complained about were the same as last year – the legitimacy or amount of cancellation fees, non-disclosure of terms, and quality of service. The most significant increase was the number

of allegations of the legitimacy or the amount of early cancellation fees (up by 78.1% this year, after an increase of over 58% last year). The rate at which accepted complaints were resolved (92.4%) slightly exceeded the average rate of 91%.



Non-Compliance

The CRTC requires companies that provide retail telecommunications services in Canada to participate in the CCTS. It also requires licensed TV service providers to participate (effective September 1, 2017). Some telecom providers (typically small providers, or new entrants to the business) do not currently participate. Their obligation to do so is triggered when one of their customers files a complaint with the CCTS. We do everything in our power to get these service providers to sign up, and we're generally successful in doing so. Since we added a Stakeholder Engagement Officer to our staff in December 2016 to take responsibility for this task, the time it takes to do so has decreased. In the second half of the year, it took us, on average, 48 days to locate, contact, and sign up a new provider. The CRTC's objective for this process is 30 days, but not all service providers are as cooperative as necessary to allow us to meet this goal.

Some providers simply refuse to join the CCTS. If we're unable to persuade them to follow the rules and become a Participating Service Provider, we refer the matter to the CRTC for further action. Last year we received complaints about 43 providers that did not participate at the time we received the complaint. This is how they were dealt with:

TABLE 25: SERVICE PROVIDERS JOINING THE CCTS

Service Provider Status	Number
Successfully signed up	26
Sign-ups still in progress	2
Not required to sign up (no longer in business, or not offering in-scope services)	8
Referred to CRTC – pending further action	7

As at July 31, 2017 the following service providers were non-compliant with the regulatory obligation to sign up with the CCTS:

BV Communications
Connexio Inc.
Golden Rural High Speed
ICA Canada – On-Line Inc.
Mazagan Telecom
VerseTEL Communications Ltd.
VOIS
WISP Internet Services Inc.

We publicize the identities of these providers on our [Non-Compliant Providers web page](#). You can find an up-to-date list there.





2016-17

Working with Participating Service Providers

PSP Analysis

Below we present some interesting data about the performance of various of our Participating Service Providers on a number of significant metrics. Those PSPs with the best results are shown in **green**. Those with the worst result are shown in **red**.

Which PSPs had the largest percentage **decrease** in accepted complaints this year? (minimum 20 concluded complaints)

TABLE 26: PERCENTAGE DECREASE IN ACCEPTED COMPLAINTS

Service Provider	% Decrease
Acanac	-47%
Freedom Mobile	-40%
Videotron	-13%
Distributel	-3%

Which PSPs had the largest percentage **increase** in accepted complaints this year? (minimum 20 concluded complaints)

TABLE 27: PERCENTAGE INCREASE IN ACCEPTED COMPLAINTS

Service Provider	% Increase
Chatr	+240%
Public Mobile	+126%
Cogeco Connexion (Ontario)	+112%
Shaw	+87%
Eastlink	+63%
Vonage	+50%
Comwave	+40%

How likely is it that my complaint will eventually be **resolved** amicably? Highest percentage of resolved complaints (minimum 20 concluded complaints)

The average resolution rate for all PSPs was 91%.

TABLE 28: HIGHEST/LOWEST % COMPLAINTS RESOLVED

Service Provider	% of Complaints Resolved
Roam Mobility	100.0%
Eastlink	98.1%
ACN Canada	96.7%
PC Mobile	96.7%
Virgin Mobile	96.5%
Xplornet	96.1%
Distributel	96.0%
Vonage	93.3%
Shaw	93.3%
Bell Aliant	89.0%
Chatr	88.9%
Primus	88.8%
Koodo	88.8%
Acanac	88.5%
TELUS	88.4%
Cogeco Connexion (Ontario)	87.4%
TekSavvy	86.0%
Mobilicity	82.1%



2016-17

Working with Participating Service Providers

How likely is it that my complaint will need to be **escalated** to the Investigation stage of your process? Percentage of escalated complaints (minimum 20 concluded complaints)

Complaints that are escalated to Investigations take longer to resolve. The average rate of escalations was 21%.

TABLE 29: HIGHEST/LOWEST % OF COMPLAINTS REQUIRING INVESTIGATION

Service Provider	% of Concluded Complaints Requiring Investigation
Cogeco Connexions (Ontario)	5.7%
Roam Mobility	8.0%
Public Mobile	11.4%
MTS	12.3%
Fido	12.8%
Sasktel	12.9%
ACN Canada	13.3%
Xplornet	13.4%
TekSavvy	14.0%
Primus	24.8%
Eastlink	26.9%
Bell Aliant	27.1%
Distributel	28.0%
Vonage	28.3%
Chatr	41.7%
Mobilicity	53.6%
Acanac	65.4%
Speak Out Wireless (7-11)	75.0%

Sometimes complaints are escalated to Investigations simply because the PSP doesn't submit a timely response to the CCTS regarding the complaint. Which PSPs were **non-compliant** most often? (minimum 20 complaints escalated to Investigations)

Overall 10% of the complaints escalated for investigation were escalated due to non-compliance with this requirement.

TABLE 30: HIGHEST/LOWEST % OF ESCALATIONS FOR NON-COMPLIANCE

Service Provider	% of PSP's escalations for non-compliance
Acanac	66.7%
Chatr	18.9%
Shaw	14.3%
Primus	10%
Bell Aliant	0%
Bell	0%
Koodo	0%
Videotron	0%
Virgin Mobile	0%
Xplornet	0%



Public Awareness

SECTION CONTENT

Compliance Program

41 :: CCTS Website

42 :: Accessibility Issues

42

This year saw the CCTS move forward with a number of projects designed to make it easier for consumers to find out about our complaint handling process and get access to our services.

Compliance Program

The CCTS has now finalized the development of our service provider compliance program. One of the obligations that PSPs undertake when joining the CCTS is to comply with our Public Awareness Plan. This Plan requires PSPs to inform customers about the CCTS at various times and using several mechanisms. These include a notice about the CCTS on their web sites and a link to the CCTS site; messages about the CCTS on customer bills at least 4 times per year; and a responsibility to notify complaining customers, if their complaint passes a certain threshold in the PSP's internal complaint-handling process, about their right to have a free, independent review of their complaint by the CCTS.

“I am very satisfied with the help you have provided. Thank you.”

– M.D., internet customer, MB

We know that historical compliance with these provisions by some PSPs has been imperfect. Beginning in February 2018, that will no longer be permitted. We will be requiring all PSPs to certify to us that they are in full compliance with their public awareness (and other) obligations. And we will be doing audits to back up these certifications.

The purpose of these provisions is not to punish or “regulate” PSPs. Rather, our objective is to ensure that all customers are informed that they have a right of recourse to the CCTS when they have an unresolved complaint. We know this hasn't always been happening, and we intend to see that corrected. For those PSPs which report to us that they are not fully compliant, our first step will be to work with them to help bring them into compliance. In the end, we will from time to time be publicly reporting the identities of those PSPs which are not compliant. This will provide consumers with yet another piece of information with which to guide their decision-making when it comes to choosing a service provider.



CCTS Website

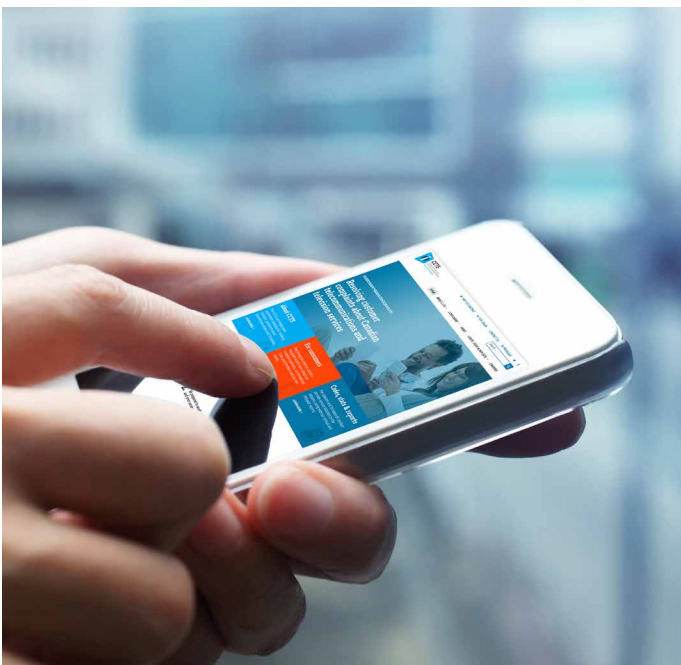
We know that our website is a key tool for helping customers find us. Our customer surveys tell us that roughly 30% of customers report first learning about the CCTS through an online search. We also know that our site is a focus for customers who want to file complaints. In 2016-17, 81% of the complaints we accepted were filed by customers using the “File a Complaint” application on our website.

This year we completed a re-design of the site to modernize the look and feel, and make it easier to find the things people are looking for. We also re-wrote virtually all of the content in order to provide more accessible, user-friendly content. At the very end of the year we launched a re-designed “File a Complaint” application. The new version is designed to allow complaints to be filed even more quickly, and to let users know at the earliest opportunity when the complaint they are filing is not within our scope. This feature should be particularly helpful to users given that the addition of the TV mandate has added some complexity to our analysis of which complaints can be accepted and when.

Accessibility Issues

The CCTS has always been mindful of its responsibility to be responsive to the diverse needs of the public and to provide everyone with an equal opportunity to use our services. Providing accessible customer service so that persons with disabilities can reach us easily and make use of our processes is one of our core values. We provide customer service in a manner that accommodates persons with disabilities and reflects the principles of independence, dignity, integration and equality of opportunity.

This year we conducted our first formal consultation with groups representing Canadians with disabilities – something we expect to do regularly. We learned a great deal from this encounter – about the challenges they face and their unique needs for ensuring access to problem-solving resources. One of the concerns identified to us was about the challenge consumers with disabilities have in identifying where they can turn for help depending on the nature of their problem. We have taken that issue up with some of our stakeholders and are hopeful that together we can develop some material to provide additional direction on this issue. We intend to follow-up with the groups directly when we have more information to share.



“Very pleased with the outcome and your staff was excellent to deal with!”

– B.G., wireless customer, QC

Statistical Reports



SECTION CONTENT

Contact Centre Activities	43	Analysis of Closed Complaints	45	Compensation Analysis	45	Performance Standards	47
Out of Mandate Issues	44			Small Business	46	Regional Analysis	48

Contact Centre Activities

Our Contact Centre received over 92,000 communications by telephone, in writing and by chat.

Total Written Correspondence		33,784
Written correspondence from customers about new or existing complaints	28,160	
Written correspondence from service providers about complaints	4,335	
Written correspondence from customers with general inquiries about CCTS or their telecommunications services	1,289	

Total Phone Calls Answered		57,514*
Number of General inquiries	31,213	
Inquiries generated by CCTS Public Awareness Plan	4,960	
Number of consultations about complaints	11,939	
Number of Out-of-mandate phone consultations	14,093	
Inquiry about CRTC Wireless Code of Conduct	231	
Number of complaints accepted by phone	38**	
Total Chat Sessions Answered		1,491



*This year, we put in place an updated Interactive Voice Response (IVR) system designed to provide callers with detailed information about the CCTS. This resulted in many callers receiving the information they needed without having to speak to one of our Customer Service Representatives.

**We generally ask customers to file their complaints in writing in order to capture all relevant information. However, we do occasionally take complaints by phone.

Out of Mandate Issues

This table shows the number of issues raised by customers, in writing or by phone, that the CCTS could not accept in 2016-17, broken down by the reason they could not be accepted.

Procedural Code Section 3	
Section 3(a) Internet applications/content	218
Section 3(b) Broadcasting (television)	5,598
Section 3(b) Broadcasting (radio)	29
Section 3(c) Emergency services	14
Section 3(d) Payphones	35
Section 3(e) Customer owned equipment	177
Section 3(f) Inside wiring	28
Section 3(g) Yellow pages/business directories	39
Section 3(h) Telemarketing/unsolicited messages	651
Section 3(i) Security services	57
Section 3(j) Networking	17
Section 3(k) 900/976 calls	38
Section 3(l) Pricing	1,068
Section 3(m) Rights of way	35
Section 3(n) Plant/poles/towers	504
Section 3(o) False/misleading advertising	238
Section 3(p) Privacy issues	361
Section 3 Other – Not related to service providers (Phone/internet scams)	131
Section 3 Other – Regulated services	266
TOTAL	9,504

Procedural Code Section 4	
Section 4.1 Customer service	
<i>Language barriers</i>	85
<i>Outsourcing</i>	168
<i>Rude representative</i>	641
<i>Wait times</i>	1,234
Total	2,128
Section 4.3 General operating practices and policies	2,461
TOTAL	4,589

Procedural Code Section 8: Duty to decline to take action	
Some complaints could not be accepted due to provisions of the Procedural Code. They break down as follows:	
Section 8.1 Service provider not offered opportunity to resolve	152
Section 8.2 Matter previously or current with another agency	244
Section 8.3(a) Complaint filed outside time limits	349
Section 8.3(b) Facts arose prior to Effective Date	10
TOTAL	755

Analysis of Closed Complaints

Our operational statistics show that we closed 791 complaints in 2016-17. This table provides a breakdown of the reasons why those complaints were closed, with reference to the relevant section of the Procedural Code.

Reason for closure	Number of Closed Complaints	% of Closed Complaints
Customer withdraws complaint	56	7.1%
Out-of-mandate after further information obtained	90	11.4%
Section 7.1(b) Customer does not have sufficient interest	6	0.8%
Section 7.1(c) Complaint more appropriately handled by another agency	13	1.6%
Section 7.1(d) Further investigation not warranted	214	27.1%
Section 7.1(e) Customer not cooperative	203	25.7%
Section 7.1(f) Service provider offer is reasonable	181	22.9%
Section 8.1 Service provider not offered opportunity to resolve	0	0.0%
Section 8.2 Matter previously or currently with another agency	8	1.0%
Section 8.3(a) Complaint filed outside time limits	19	2.4%
Section 8.3(b) Facts arose prior to Effective Date	1	0.1%
TOTAL	791	100%

Compensation Analysis

In cases that are resolved, as well as in Recommendations and Decisions, customers frequently receive some form of compensation from their service provider. This compensation can take many forms, including:

- Bill credits;
- Bill adjustments;
- Free or discounted products and services; and
- Cash payments

We attempt to record the value of all compensation awarded to customers as a result of the CCTS process. This is challenging because in a significant number of cases (in particular resolutions that occur at our pre-investigation stage) we are not provided with the details of the settlement reached between the customer and the service provider.

This report discloses the full value of compensation received by customers that has been reported to us.

In 2016-17 customers received compensation in 74% of complaints concluded, which is the same as last year.

Compensation Range	Number of Complaints	Percentage
< \$100	2,344	36.8%
\$100 – \$499	2,987	46.8%
\$500 – \$999	623	9.8%
\$1,000 – \$4,999	384	6.0%
>= \$5,000	38	0.6%
TOTAL	6,376	100%
Total Compensation:	\$ 2,305,893	

Small Business

When we report our operational statistics, we include the data for all the complaints we dealt with during the year. However, not all complaints are alike. In particular, we know that complaints from small business customers can be quite different from those of individual consumers.

In 2016-17, we had 841 complaints from small business customers, or 9.7% of all concluded complaints.

BY CATEGORY

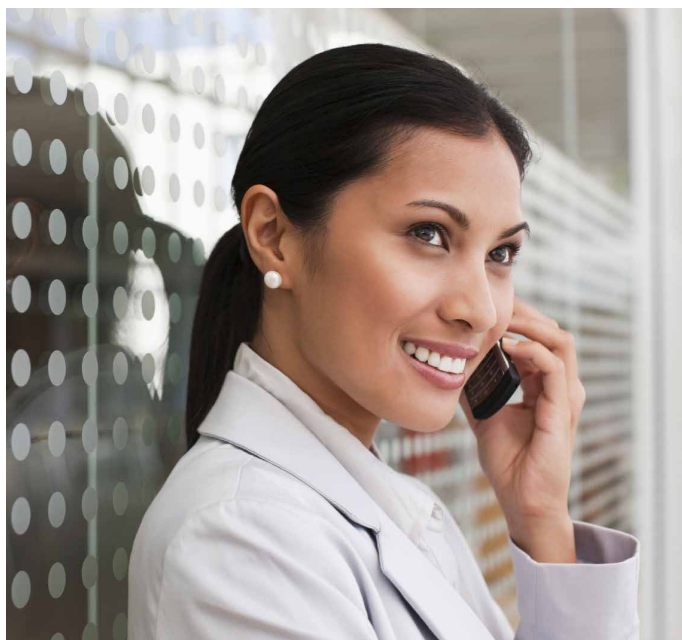
Subject	Small business	Consumer
Contract dispute	57.0%	32.6%
Billing	25.4%	42.7%
Service delivery	15.4%	20.7%
Credit management	2.2%	4.0%
TOTAL	100%	100%

BY LINE OF BUSINESS

Lines of business	Small business	Consumer
Local phone	41.2%	18.0%
Internet	31.2%	31.2%
Wireless	25.5%	48.7%
Long distance	2.1%	2.0%
Directory assistance	0%	0%
White page directories	0%	0%
Operator services	0%	0%

TOP 10 COMPLAINT ISSUES

Top 10 Small business issues	Small Business	Consumer
Legitimacy and amount of ECF	20.5%	4.3%
Incorrect charge	9.6%	13.0%
Contract auto-renewal	9.5%	0.1%
Non-disclosure of terms/ Misleading information about terms	8.6%	11.2%
Intermittent/Inadequate quality of service	6.1%	7.8%
No consent provided	4.7%	1.8%
Breach of contract	4.0%	4.0%
No consent	3.1%	0.1%
Material contract change without notice	2.9%	4.6%
Material contract change	2.4%	4.5%





Performance Standards

Each year, we set ourselves a goal of great customer service. To ensure that we're meeting that goal, we track our performance across various benchmarks. In 2016-17 we exceeded our performance standards. We also note that we have met or exceeded our performance standards in each year since we have been reporting on these results.

CONTACT CENTRE/PRE-INVESTIGATION

Process	Target	2016-17 Results
Answer phone calls within 120 seconds	80%	84.7%
Process written communications within 3 calendar days	80%	81.1%

COMPLAINT-HANDLING

Process	Target	2016-17 Results
Complaints concluded at Pre-Investigation stage within 40 days of acceptance	80%	97.8%
Complaints concluded at Investigation stage within 60 days of referral to Investigation	80%	89.7%

“Thank you very much, CCTS! Please keep on helping telecommunications customers with the highest level of professionalism as you have been doing.

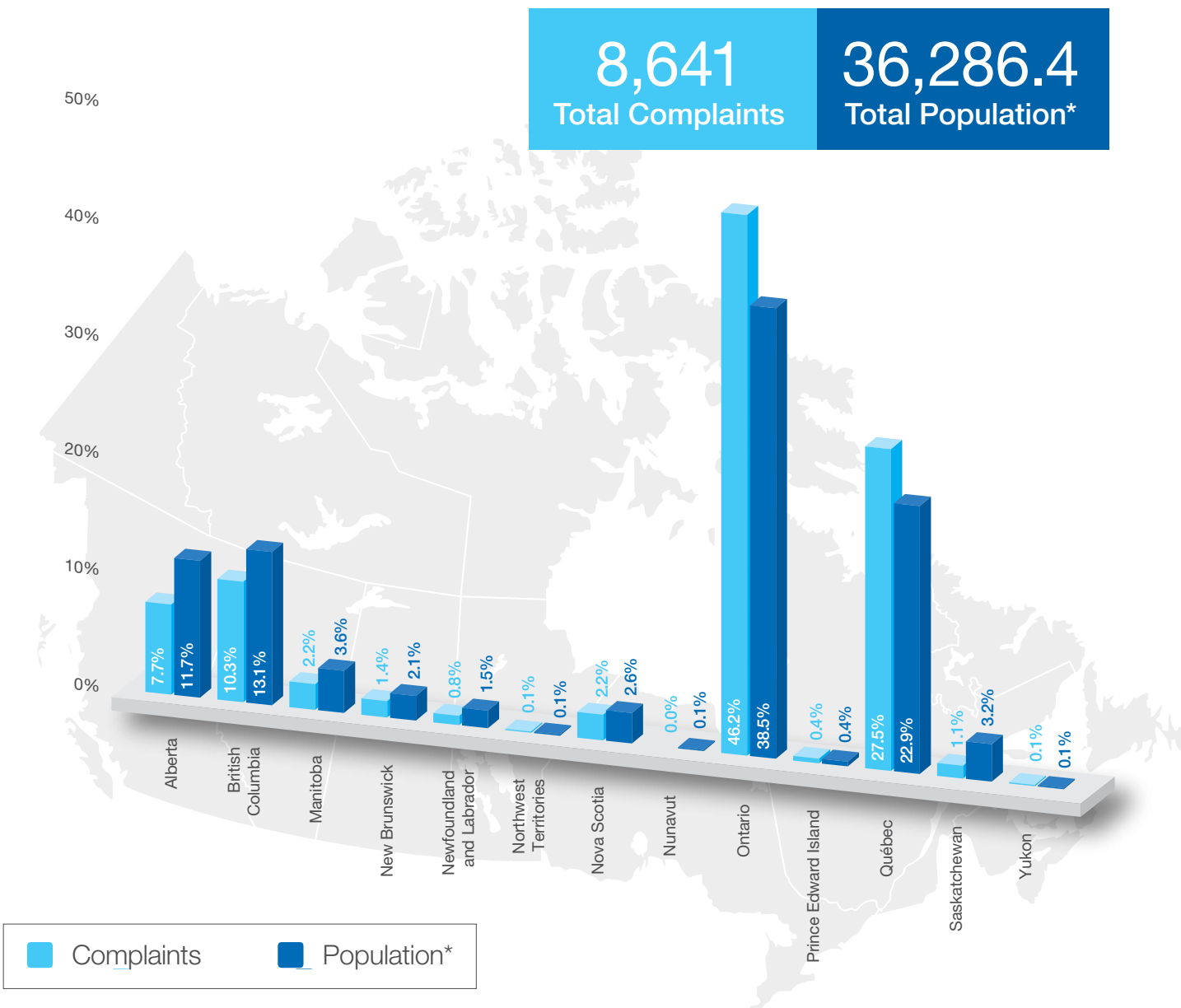
– L.I., wireless customer, ON



Regional Analysis

We receive complaints from customers throughout Canada. In this section, we identify the number of complaints and leading complaint issues raised by Province/Territory.

COMPLAINTS BY PROVINCE/TERRITORY



*2016 Canadian population according to Statistics Canada as of September 28, 2016. Numbers are measured in thousands of persons.

Canada, Statistics Canada, Population by year, by province and territory (Ottawa, CANSIM, 2016) at <http://www.statcan.gc.ca/tables-tableaux/sum-som/I01/cst01/demo02a-eng.htm>

Please note that percentages may not add up to 100% due to rounding.

Customer Survey Results



We survey customers who use our service:

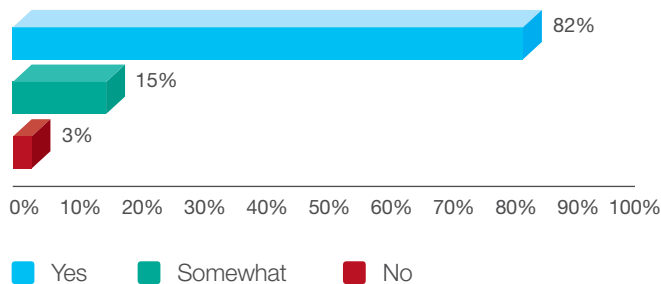
To get their impressions of the work we do, so that we can focus our efforts for improvement; and to attempt to measure the success of the public awareness initiatives we undertake with PSPs.

The results are based on approximately 1,300 responses. We thank the customers who took the time to participate in the survey and share their views.

What Customers Said About the CCTS

We asked our customers:

Was it easy to file your complaint with the CCTS?

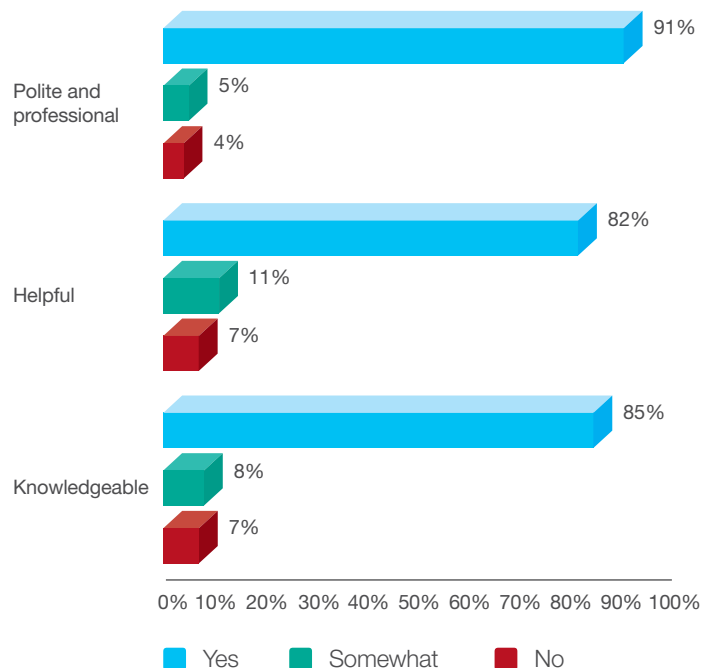


These results are virtually identical to last year's.

"Thank you for the support and great service."

– D.E., internet customer, AB

We asked our customers to provide feedback on whether the service they received from our Contact Centre agents met expectations in certain important respects.



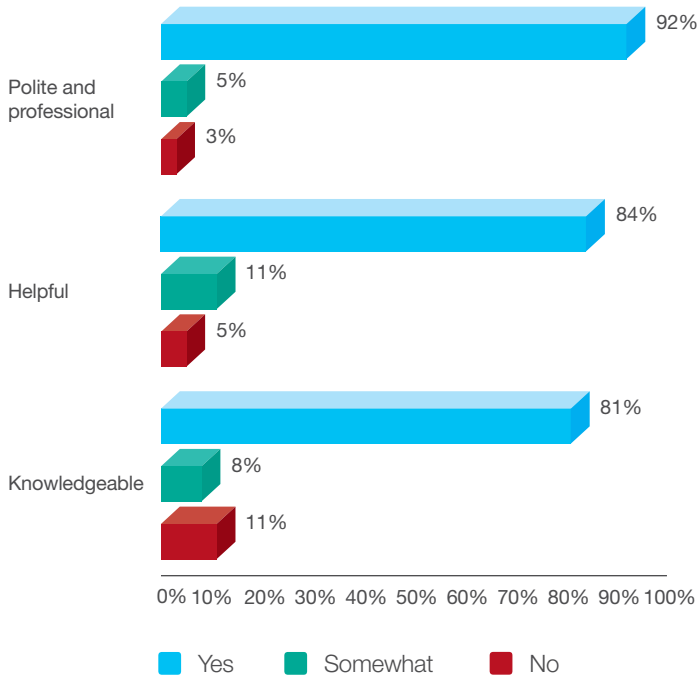
These results show improvement over last year's very good results



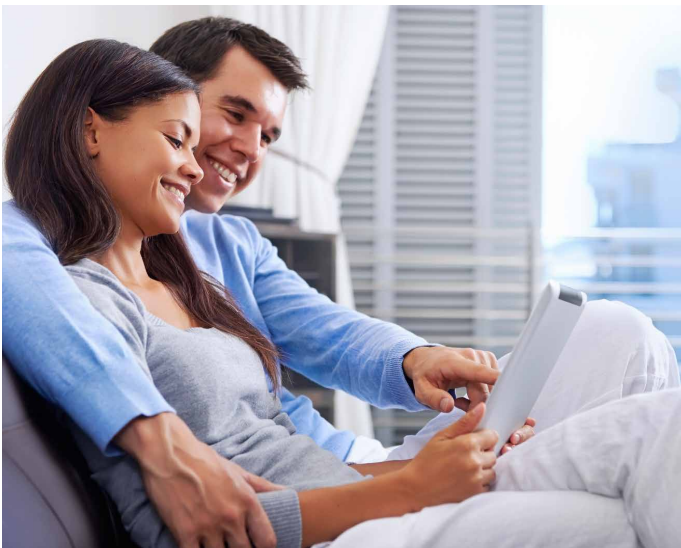
2016-17

Customer Survey Results

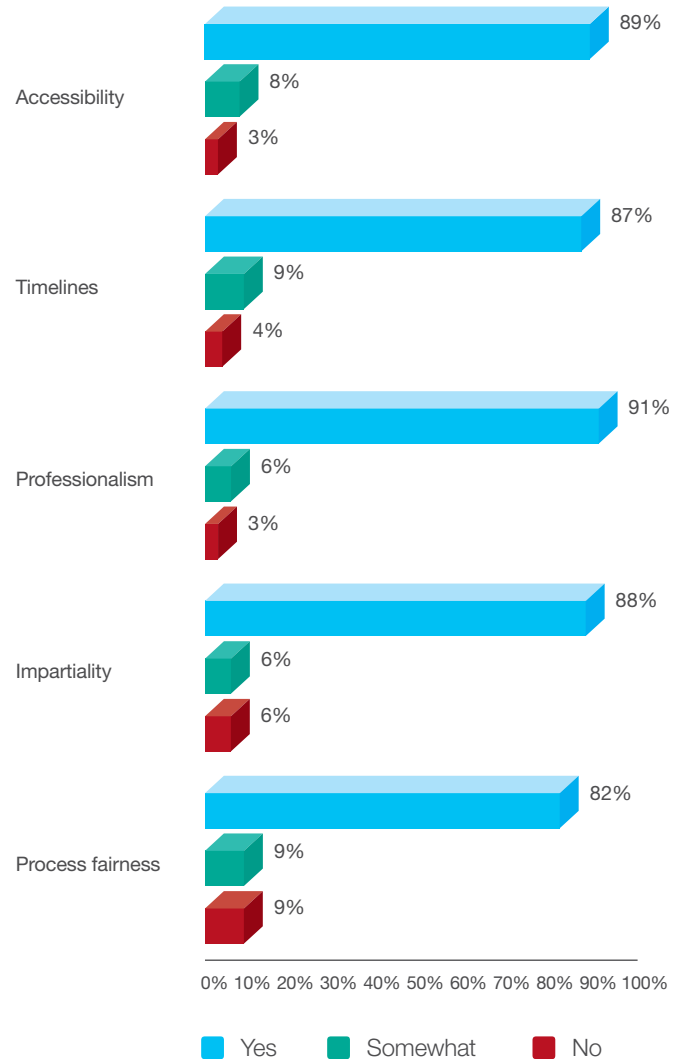
We also asked our customers about important elements of the service they received from our Complaints Resolution Officers and Investigators.



Again, these results reflect improvements over last year's statistics



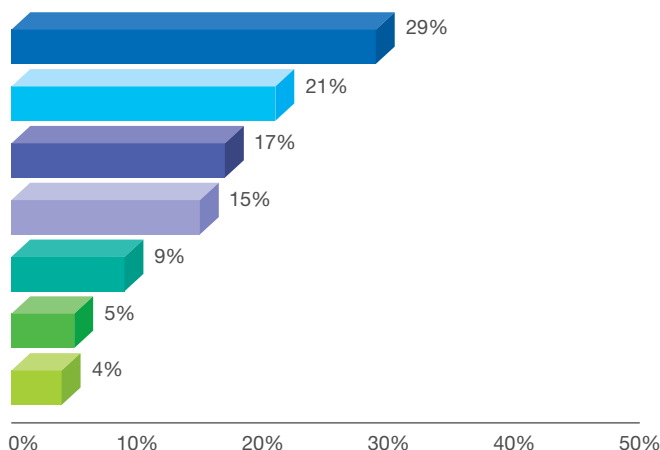
Finally, we asked our customers about their overall sense of satisfaction with various aspects of our process.



These results are very similar to last year's. We aim to provide excellent customer service, and these results support the conclusion that we are doing so.

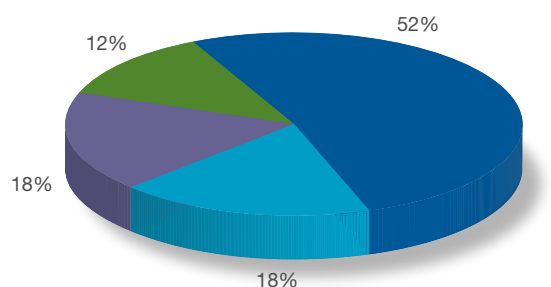
What Customers Said About Service Provider Public Awareness Activities

We asked our customers how they first found out about the CCTS. Our customers said:



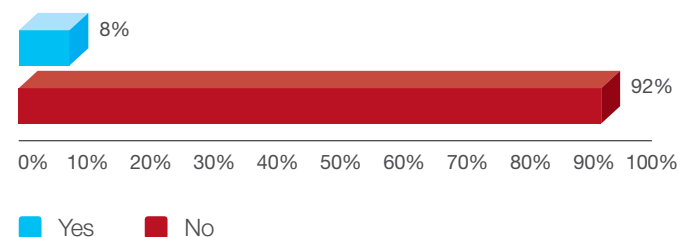
- Web search
- The CRTC
- Media or other Public Forum
- A friend, colleague or family member
- Other
- Notice on your bill
- A consumer group / agency

BREAKDOWN OF "OTHER"

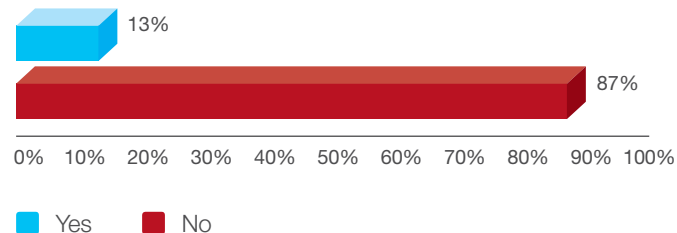


- A service provider
- Already knew about CCTS
- Other/don't recall
- Bank or credit card company

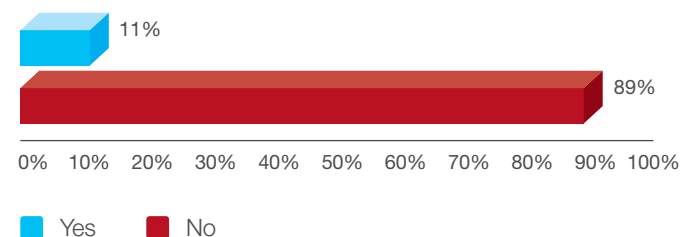
PSPs have committed to notify customers about CCTS during their internal complaint-handling process. We asked our customers whether their service provider told them about the CCTS during their efforts to resolve the problem. Our customers said:



PSPs are required to print a prescribed message about the CCTS on customer bills four times a year. We asked our customers whether they've ever seen the notice on any of their bills. Our customers said:



PSPs have committed to placing a prescribed notice about the CCTS in a reasonably prominent place on their web sites, and to include a link to our website. We asked our customers whether they'd seen it. Our customers said:



The results for these survey questions show very little change from previous years' results.

Numbers rounded



Governance

BOARD OF DIRECTORS

Our Board is structured to provide for the participation of all stakeholders while remaining independent from the telecommunications industry. It consists of seven directors who are elected for three-year terms:

- Four Independent Directors, two of whom are nominees of consumer groups; and,
- Three Industry Directors, one each to represent the Incumbent Local Exchange Carriers (ILECs), the Cable Companies, and the Other PSPs.

DIRECTOR BIOGRAPHIES

Independent Directors:

Catherine Aczel Boivie (Board Chair, appointed October 2016) – A senior executive and CEO, Catherine has led the advancement of the strategic value of information technology as a business enabler at Vancity Credit Union, Pacific Blue Cross, and CAA British Columbia. She currently serves on several Boards, including those of Real Estate Board of Greater Vancouver (REBGV), the Burnaby Board of Trade, MedicAlert Canada, Artsclub theatre, and is also the Executive in Residence at the Beedie School of Business, Simon Fraser University. She holds a BMath degree from University of Waterloo, a MEd and PhD from University of Toronto, and is a well-known speaker at conferences in North America, Europe, and China as well as an active blogger and author.

Darlene Halwas (appointed October 2016) – Darlene currently serves on the boards of Aquatera Utilities Inc, Alberta WaterPortal Society, and Watt Consulting Group. She has almost 30 years work experience, with 15 years focused on leading risk management functions for companies. In the past, she has served on a number of boards, including the Safety Codes Council, CKUA Radio Foundation, the Management Employees Pension Board, and the Calgary Police Commission. She holds a Bachelor of Commerce (Hons) from the University of Manitoba, and the Chartered Financial Analyst (CFA), Financial Risk Manager (FRM) and Institute of Corporate Directors (ICD.D) designations, as well as certification in

tribunal administrative justice. Since 1995, she is an active volunteer with the CFA Institute, and recently completed her term on the global Disciplinary Review Committee. She was awarded the Queen Elizabeth II Diamond Jubilee Medal for her contributions to Canada.

Consumer Group Appointees:

Marina Pavlovic – Marina is an Assistant Professor at the University of Ottawa's Faculty of Law, Common Law Section, where she is a member of the Center for Law, Technology, and Society. Marina has research and teaching experience in consumer protection, telecommunications, law & technology policy, and dispute resolution. She holds a law degree from the University of Belgrade (Serbia) and a LLM in Law & Technology from the University of Ottawa.

Jacques C.P. Bellemare – Jacques graduated in Engineering Physics at École Polytechnique in Montreal (1961) and later obtained an MBA from Laval University in Quebec (1973). In the private sector, he has worked in telephony with Bell Canada, in Cable TV with Cablevision Nationale (acquired by Videotron), in consulting with Raymond, Chabot, Martin, Paré, and in regulation with Teleglobe Canada after its privatization. Since 1994, with his own firm STEM Consultants Inc., he offers independent expertise in economic regulation of public utility companies, mostly in the energy sector. In the public sector, from 1982 to 1988, Jacques served as a Member of the Quebec Public Service Board then assuming regulatory jurisdiction over certain telephone companies located in Quebec, including Quebec-Telephone and Telebec.

Industry Directors

Incumbent Local Exchange Carriers (ILECs)

Ruby Barber – Ruby is Assistant General Counsel, Legal & Regulatory Affairs, and Director, Compliance at Bell Canada and is based in Ottawa. She joined Bell in 1997 and has a broad range of legal and regulatory experience with telecom issues. Most recently she was responsible for Bell Canada's consumer legal team which on a day-to-day basis addresses legal issues impacting Bell's customers, including the Wireless Code of Conduct. Previously, she supported the Mergers & Acquisitions team at Bell as Assistant General Counsel, M&A. Prior to joining Bell, Ruby was an associate at Fasken Martineau in Toronto practising corporate and securities law. She is a graduate of Queen's University (Honours Politics) and Osgoode Hall Law School and was called to the Bar in Ontario in 1991.

Cable Companies

Dennis Béland – Dennis is Vice-President, Regulatory Affairs, Telecommunications, Quebecor Media Inc. Dennis has a Bachelor's Degree in Engineering and Management and a Master's Degree in Public Policy from the John F. Kennedy School of Government at Harvard University. He is a Member of the Board of Directors of the Canadian LNP Consortium Inc., the Canadian Numbering Administration Consortium Inc. and a former Member of the Board of Directors of the Canadian Wireless Telecommunications Association.

Other Participating Service Providers

Bram Abramson – Bram is a Ford-Mozilla Open Web Fellow at Citizen Lab, an interdisciplinary laboratory based at the University of Toronto's Munk School of Global Affairs. Previous roles include head of law, regulatory, and public policy at TekSavvy; communications lawyer at McCarthy Tétrault; and senior analyst at the CRTC and at TeleGeography. Bram is a graduate of Concordia (BA, Communications) and McGill (BCL/LLB, Law) universities and, alongside his Ontario bar membership, holds the CIPP/C, CIPM, and FIP privacy designations.

BOARD CHANGES

In October 2016, Marie Bernard-Meunier retired after serving on the Board since June 2008, and serving as Board Chair for 2015-16. Darlene Halwas was elected to the independent director position that Ms. Bernard-Meunier vacated. The Board subsequently elected Catherine Boivie as Board Chair for a two-year term.

The terms of office of the two consumer-group-appointed directors, Marina Pavlovic and Jacques C.P. Bellemare, were set to expire in October 2017 and, in accordance with the usual practice, the consumer groups held an election in the spring of 2017 to fill these seats. Both Ms. Pavlovic and Mr. Bellemare were eligible for re-election, and the consumer groups re-elected both for a second three-year term, effective October 2017.

MEETINGS AND DIRECTOR ATTENDANCE

Board Meeting Date	Abramson	Barber	Béland	Bellemare	Bernard-Meunier	Boivie	Halwas	Pavlovic
August 5, 2016 (conference call)	✓	–	✓	✓	✓	✓	N/A	✓
September 27, 2016 (conference call)	✓	✓	–	✓	✓	✓	N/A	✓
October 26, 2016	✓	✓	✓	✓	N/A	✓	✓	✓
January 24, 2017	✓	✓	✓	✓	N/A	✓	✓	✓
April 4, 2017	✓	✓	✓	✓	N/A	✓	✓	✓
June 1, 2017 (conference call)	✓	✓	✓	✓	N/A	✓	✓	✓
June 8, 2017 (conference call)	✓	✓	✓	✓	N/A	✓	✓	✓
June 22, 2017	✓	✓	✓	✓	N/A	✓	✓	✓
July 28, 2017 (conference call)	✓	✓	✓	✓	N/A	✓	✓	✓

COMMITTEE MEETINGS

The Board has a number of committees and working groups. These committees met as follows:

Audit Committee – October 7, 2016, January 13, March 13 and May 3, 2017

Corporate Governance Committee – September 7 and November 22, 2016, March 10 and 16, June 1 and 9, 2017

Corporate Review Committee – January 19 and 25, March 2 and 30, and May 2, 2017

Independent Directors / Nominating Committee – September 27 and October 25, 2016, January 23, and April 3, 2017

Budget Working Group – June 5 and 14, 2017

This year saw significantly increased activity by the Board and its committees as they worked to prepare the CCTS for the transition to its expanded mandate and to put into place a number of key deliverables, including revisions to the constating documents and the Public Awareness Plan, as well as the development and approval of the service provider compliance program.



CCTS BUDGET

The CCTS 2016-17 audited financial statements can be found at [Appendix C](#). The CCTS generated revenues that came remarkably close to matching pre-year projections. Management found numerous efficiencies that allowed the CCTS to achieve its objectives while spending less than was budgeted, leaving a surplus of over \$500,000. Under the Participation Agreement, the CCTS normally credits the excess of revenues over expenses back to the Participating Service Providers as a year-end adjustment. However, in June 2017 the Board approved a Special Resolution permitting the CCTS to retain this surplus as a means by which to provide the organization with additional capital.

STRATEGIC AND OPERATIONAL INITIATIVES FOR 2017-18

In looking forward to 2017-18, the Board has identified many key initiatives, highlighted by:

- Completing the implementation of the changes identified in *Broadcasting and Telecom Regulatory Policy CRTC 2016-102*, relating to the following broad areas: accessibility, Annual Report, Code administration, compliance, amendment of constating documents, participation by service providers and public awareness;
- In particular, completing the implementation of all organizational changes necessary to expand the CCTS participation to include TV Service Providers and to undertake administration of the TVSP Code;
- Analyzing the CRTC's amendments to the Wireless Code to ensure that all required aspects of the CCTS' administration activities are implemented in a timely and effective manner;
- Implementing the service provider compliance program, monitoring its effectiveness and results, and developing effective reporting;
- Continuing the review of the CCTS' IT security to ensure that a robust level of security is provided to customers, service providers and the CCTS; and
- Continuing the development of formalized disaster recovery plans and strategies.

Despite this full agenda, the Board intends to hold a strategic planning session in January 2018 to consider its objectives and direction in light of recent major organizational changes.

Appendix A - Complaints by Service Provider

[illegible]

[illegible]

	% of all Complaints											
	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected	
Provider	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
CIK Telecom Inc.	0.1%	12	-50.0%	9	5	2	2	0	0	0	0	0
City Wide Communications	0.1%	8	-	7	6	0	1	0	0	0	0	0
Cityfone	0.0%	4	0.0%	2	2	0	0	0	0	0	0	0
Coast Cable	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Cogeco Connexion (Ontario)	1.1%	104	112.2%	87	72	10	4	1	0	0	0	0
Cogeco Connexion (Quebec)	0.2%	15	50.0%	12	10	1	1	0	0	0	0	0
Cogeco Peer 1 (Canada) Inc.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Cogent Canada	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Colba.Net	0.0%	1	0.0%	2	0	0	2	0	0	0	0	0
Compagnie de Téléphone de Saint-Victor	0.0%	0	-	0	0	0	0	0	0	0	0	0
Compagnie de Téléphone Upton Inc.	0.0%	0	-	0	0	0	0	0	0	0	0	0
ComparAction	0.2%	17	54.5%	10	9	0	1	0	0	0	0	0
Compton Communications	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Compuxellence	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Comwave	2.5%	224	40.0%	211	168	9	27	7	0	0	0	0
Contact Internet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Convergia Networks Inc.	0.0%	1	-50.0%	1	1	0	0	0	0	0	0	0
Cooptel	0.0%	1	-66.7%	1	0	0	1	0	0	0	0	0
Cross Country T.V. Limited	0.0%	1	-	0	0	0	0	0	0	0	0	0
Cybersurf Internet Access (CIA)	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
DCI Telecom	0.0%	2	0.0%	1	0	0	1	0	0	0	0	0
Dell Voice	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Delta Cable	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Dery Telecom	0.0%	1	-	1	0	0	1	0	0	0	0	0
DialTone	0.0%	0	-	0	0	0	0	0	0	0	0	0
Digicom	0.0%	1	-	0	0	0	0	0	0	0	0	0
Distributel Communications Limited	0.3%	26	-3.7%	25	18	0	6	1	0	0	0	0
DolphinTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
DSLExtreme	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Durham.net.Inc	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Eastlink	0.7%	62	63.2%	52	37	1	14	0	0	0	0	0
EasyVoice Telecom	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
EBOX Inc.	0.1%	12	-33.3%	11	8	3	0	0	0	0	0	0
eFirehose	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Enhanced VOIP Communications	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Enter-net	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Epik Networks	0.0%	2	-	2	0	0	1	1	0	0	0	0
Espacenet	0.0%	0	-	1	0	0	1	0	0	0	0	0
ExaTEL Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Execulink	0.2%	14	250.0%	14	9	0	5	0	0	0	0	0
Falcon Internet Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Fibernetics	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0

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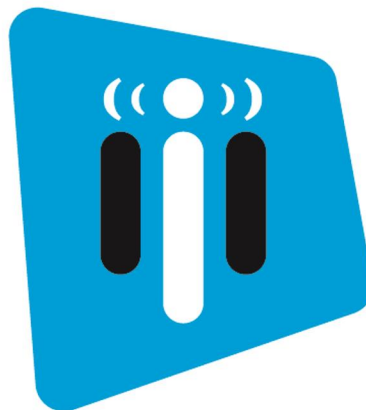
	% of all Complaints	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected
Provider	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
Koodo	2.9%	263	27.1%	249	199	10	22	18	0	0	0	0
Le pigeon voyageur	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Leaf Telecommunications (LeafTel)	0.0%	1	-	1	1	0	0	0	0	0	0	0
Les.Net (1996) Inc.	0.0%	0	-	0	0	0	0	0	0	0	0	0
LooneyCall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
LuckyCall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Lycataalk	0.0%	2	100.0%	2	0	0	1	1	0	0	0	0
Magic Jack Tel	0.1%	6	20.0%	4	3	1	0	0	0	0	0	0
Maskatel	0.0%	4	-	4	1	0	3	0	0	0	0	0
Mastercall	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
MCI Canada	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
MCS Net	0.0%	2	-	2	1	0	1	0	0	0	0	0
Mobilicity	0.3%	23	0.0%	28	12	1	11	4	0	0	0	0
Mountain Cablevision Limited	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Mustang Technologies Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
My BC Datacom	0.0%	0	-	0	0	0	0	0	0	0	0	0
MyConnexion	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
National Capital FreeNet	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
National Teleconnect	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Navataalk	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
NCIC Operator Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NECC	0.0%	0	-100.0%	1	0	0	1	0	0	0	0	0
NECC CA	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Negotel	0.0%	2	-	2	0	0	1	1	0	0	0	0
Net For Less	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Net Reach	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NetAccess Systems Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Netfone	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
NetRevolution	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Netscape	0.0%	3	-	3	0	0	3	0	0	0	0	0
NetSet Communications	0.0%	4	-	3	1	0	2	0	0	0	0	0
NetTalk	0.1%	9	-	8	6	0	2	0	0	0	0	0
NetZero	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
NEWT Business Services	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Nexicom	0.0%	2	-	1	1	0	0	0	0	0	0	0
Nobel Canada Telecom	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Nor-Del Cablevision	0.0%	1	-	1	0	0	1	0	0	0	0	0
Northern Tel	0.0%	1	-75.0%	2	0	0	2	0	0	0	0	0
Northwestel	0.0%	1	0.0%	1	0	1	0	0	0	0	0	0
Northwind Wireless	0.0%	1	-	0	0	0	0	0	0	0	0	0
NRTC Communications	0.0%	2	-	2	2	0	0	0	0	0	0	0
Nucleus Information Service Inc.	0.0%	0	-100.0%	1	1	0	0	0	0	0	0	0

[illegible]

Provider	% of all Complaints	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected
	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
Ready SIM	0.0%	0	-	0	0	0	0	0	0	0	0	0
Redden.on.ca	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Reliant Communications Inc.	0.0%	1	-	1	1	0	0	0	0	0	0	0
Réseau Picanoc.net	0.0%	1	-	1	0	0	1	0	0	0	0	0
RevTel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
RINGCENTRAL	0.0%	1	-	0	0	0	0	0	0	0	0	0
RINGCENTRAL (and design)	0.0%	0	-	0	0	0	0	0	0	0	0	0
RINGCENTRAL FAX	0.0%	0	-	0	0	0	0	0	0	0	0	0
RINGCENTRAL OFFICE	0.0%	4	-	4	2	0	0	2	0	0	0	0
RINGCENTRAL PROFESSIONAL	0.0%	0	-	0	0	0	0	0	0	0	0	0
Roam Mobility	0.2%	22	-	25	23	0	2	0	0	0	0	0
Rocler Technologies	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Rogers Communications	11.9%	1,078	25.2%	1,031	791	45	136	59	0	0	0	0
RuralWave	0.0%	3	-	3	1	0	1	1	0	0	0	0
Sasktel	0.3%	31	24.0%	31	25	2	3	1	0	0	0	0
Sears Connect	0.2%	15	66.7%	14	10	1	2	1	0	0	0	0
Seaside Communications (Seaside Cable)	0.0%	3	200.0%	1	0	0	1	0	0	0	0	0
Seaside Wireless Communications Inc	0.0%	1	-	0	0	0	0	0	0	0	0	0
SecureNet Information Services Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Selectcom Inc.	0.0%	1	0.0%	1	0	0	1	0	0	0	0	0
Selectcom Telecom	0.0%	3	0.0%	3	0	0	2	1	0	0	0	0
Sens-net Canada Inc.	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Shaw Communications	1.7%	159	87.1%	134	112	2	13	7	0	0	0	0
Silo Wireless	0.0%	0	-	0	0	0	0	0	0	0	0	0
Simcoe County Long Distance	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Simple Connection	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Skydata	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Smart Telecom	0.0%	0	-	0	0	0	0	0	0	0	0	0
Sogetel	0.1%	5	0.0%	5	3	0	1	1	0	0	0	0
Solo	0.1%	9	-52.6%	9	4	1	3	1	0	0	0	0
Source Cable Ltd.	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Speak Out Wireless (7-11)	0.3%	27	35.0%	28	6	1	19	2	0	0	0	0
Speak Telecom	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Spectravoice	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Start Communications	0.1%	7	75.0%	6	6	0	0	0	0	0	0	0
start.ca	0.0%	3	200.0%	1	0	0	0	1	0	0	0	0
Startec Global Communications	0.0%	1	-66.7%	1	1	0	0	0	0	0	0	0
Storm Internet	0.0%	0	-	0	0	0	0	0	0	0	0	0
Sunsonic	0.0%	1	-	1	0	0	1	0	0	0	0	0
SureNet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Switchworks	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Syban Systems Ltd.	0.0%	1	-	1	1	0	0	0	0	0	0	0

[illegible]

	% of all Complaints	Accepted	Y/Y % Change	Concluded	Resolved	Closed	Resolved	Closed	Accepted	Issued	Accepted	Rejected
Provider	Accepted and Concluded Complaints				Pre-Investigation		Investigation		Recommendation	Decisions		
WiMac Tel	0.0%	1	0.0%	1	1	0	0	0	0	0	0	0
Win-tel	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
World-Link Communications Inc.	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
Worldline	0.1%	6	-45.5%	7	1	0	5	1	0	0	0	0
WTC Communications	0.0%	1	0.0%	0	0	0	0	0	0	0	0	0
Xinflix	0.0%	1	-	1	1	0	0	0	0	0	0	0
Xplornet Internet Services	2.8%	256	36.2%	231	198	2	24	7	0	0	0	0
Yak Communications Corp.	0.2%	17	21.4%	15	7	0	5	3	0	0	0	0
Yesup	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Yesupnet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
Youmano	0.0%	0	-100.0%	0	0	0	0	0	0	0	0	0
YourLink Inc.	0.0%	3	0.0%	3	0	0	3	0	0	0	0	0
Zazeen	0.0%	1	-	1	0	0	1	0	0	0	0	0
Zid Internet	0.0%	0	0.0%	0	0	0	0	0	0	0	0	0
ZIP SIM	0.0%	0	-	0	0	0	0	0	0	0	0	0
Zoomer	0.0%	2	0.0%	1	1	0	0	0	0	0	0	0
Total	100.0%	9,097	-	8,641	6,510	297	1,336	494	3	1	1	0



Appendix B: Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

This table details the issues raised in the complaints that we concluded between August 01 2016 and July 31 2017. The total number of issues exceeds the number of complaints concluded because some complaints raised more than one issue.

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,356	204	3,826	2,156	1	6	0	7,549
30-day cancellation policy / Charges billed after cancellation	200	10	287	286	0	0	0	783
3rd party charges	11	7	18	0	0	0	0	36
Airtime	0	0	153	0	0	0	0	153
Bandwidth usage	0	0	0	94	0	0	0	94
Bill delivery	42	6	205	76	0	0	0	329
<i>Fees for paper billing</i>	2	0	8	2	0	0	0	12
<i>Invoices not received</i>	40	6	197	74	0	0	0	317
Bundling discounts	28	0	13	38	0	0	0	79
Calling Cards	0	2	0	0	0	0	0	2
<i>Balance clearing</i>	0	2	0	0	0	0	0	2
<i>Fees not disclosed</i>	0	0	0	0	0	0	0	0
<i>Wrong rate</i>	0	0	0	0	0	0	0	0
Chargeable messages	2	113	195	0	0	0	0	310

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,356	204	3,826	2,156	1	6	0	7,549
Credit/refund not received	102	16	413	167	0	0	0	698
Data charges	0	0	609	0	0	0	0	609
Long distance toll fraud	0	9	0	0	0	0	0	9
Misapplied payments	43	3	104	51	0	0	0	201
Monthly price plan	680	32	628	1,003	1	2	0	2,346
<i>Government and regulatory fees</i>	0	2	11	0	0	0	0	13
<i>Incorrect Charge</i>	680	30	617	1,003	1	2	0	2,333
One-time fees	140	3	421	263	0	0	0	827
<i>Activation/reactivation charges</i>	34	0	75	51	0	0	0	160
<i>Deactivation charges</i>	31	0	8	16	0	0	0	55
<i>Equipment charges</i>	44	0	232	148	0	0	0	424
<i>Late-payment fees</i>	31	3	106	48	0	0	0	188
Pay per use services	2	0	6	0	0	4	0	12
Payment arrangement dispute	7	0	63	19	0	0	0	89
Pre-authorized payments	68	2	108	100	0	0	0	278
<i>Incorrect amount</i>	16	0	44	24	0	0	0	84
<i>Incorrect bank account/credit card</i>	0	0	5	4	0	0	0	9
<i>Not authorized</i>	52	2	59	72	0	0	0	185
Pre-paid service	0	0	206	0	0	0	0	206
<i>Balance clearing</i>	0	0	85	0	0	0	0	85
<i>Fees not disclosed</i>	0	0	7	0	0	0	0	7
<i>No invoice</i>	0	0	4	0	0	0	0	4
<i>Top-up</i>	0	0	95	0	0	0	0	95
<i>Wrong rate</i>	0	0	15	0	0	0	0	15
Premium text messaging charges	0	0	3	0	0	0	0	3
Rental equipment	1	0	0	12	0	0	0	13
<i>Modem</i>	0	0	0	12	0	0	0	12
<i>VoIP hub</i>	1	0	0	0	0	0	0	1

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Billing	1,356	204	3,826	2,156	1	6	0	7,549
Repair charges	4	0	0	6	0	0	0	10
<i>Charges incorrect</i>	2	0	0	2	0	0	0	4
<i>Charges not disclosed</i>	1	0	0	2	0	0	0	3
<i>Inside wiring</i>	1	0	0	2	0	0	0	3
Roaming charges	0	0	250	0	0	0	0	250
Text messaging charges (not premium)	0	0	39	0	0	0	0	39
Transfer of Responsibility	8	1	25	11	0	0	0	45
Value-add services	18	0	80	30	0	0	0	128

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Contract dispute	1,491	79	2,907	2,009	0	1	0	6,487
Compliance with Terms of Service/Contract	498	25	989	839	0	0	0	2,351
<i>Breach of Contract</i>	105	9	443	189	0	0	0	746
<i>Material contract change</i>	198	1	248	344	0	0	0	791
<i>Material contract change without notice</i>	195	15	298	306	0	0	0	814
Contract duration/Length of Term	12	2	13	11	0	0	0	38
Contract renewal	176	7	8	84	0	0	0	275
<i>Auto-renewal</i>	135	5	1	60	0	0	0	201
<i>No consent</i>	41	2	7	24	0	0	0	74
Early Termination Fees (ETF)	376	8	335	392	0	0	0	1,111
<i>Amount of ETF</i>	39	1	49	28	0	0	0	117
<i>Legitimacy of ETF</i>	337	7	286	364	0	0	0	994
Incentive/Hardware plans	4	1	22	4	0	0	0	31
No consent provided	111	8	133	132	0	0	0	384
Non-disclosure of terms/Misleading information about terms	313	28	1,127	547	0	1	0	2,016
Warranties	1	0	280	0	0	0	0	281
<i>Extended warranty purchased from service provider</i>	1	0	101	0	0	0	0	102
<i>Manufacturer's Warranty</i>	0	0	179	0	0	0	0	179

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Service delivery	815	80	1,368	1,454	0	0	0	3,717
Customer-initiated cancellations	247	33	236	204	0	0	0	720
<i>Cx cancellation due date not kept/delayed</i>	72	12	94	117	0	0	0	295
<i>Unable to cancel</i>	64	21	90	87	0	0	0	262
<i>Unable to port</i>	111	0	52	0	0	0	0	163
Device placed on blacklist	0	0	16	0	0	0	0	16
Disconnection/Suspension of service	69	10	291	100	0	0	0	470
<i>Acceptable use policy</i>	2	1	21	5	0	0	0	29
<i>Bandwidth/Data over-consumption</i>	0	0	8	2	0	0	0	10
<i>Fraud</i>	2	0	23	5	0	0	0	30
<i>Non-payment/collections</i>	59	7	200	79	0	0	0	345
<i>Partial payment</i>	4	1	10	2	0	0	0	17
<i>Seasonal suspension</i>	2	1	29	7	0	0	0	39
Installation/Activation	114	0	85	160	0	0	0	359
<i>Damage to property</i>	4	0	0	11	0	0	0	15
<i>Install/activate due date not kept/delayed</i>	62	0	42	105	0	0	0	209
<i>Installation error</i>	48	0	43	44	0	0	0	135
Repair/Loss of service	352	18	698	984	0	0	0	2,052
<i>Complete loss of service</i>	115	12	189	160	0	0	0	476
<i>Damage to property</i>	3	0	0	8	0	0	0	11
<i>Inside wiring</i>	1	0	0	1	0	0	0	2
<i>Intermittent/Inadequate quality of service</i>	189	6	478	740	0	0	0	1,413
<i>Outside wiring</i>	5	0	0	8	0	0	0	13
<i>Service repair/loss due date not kept/delayed</i>	39	0	31	67	0	0	0	137
Service provider/Account sold	0	0	7	1	0	0	0	8
Transferred wrong number or service	6	0	1	0	0	0	0	7
Unauthorized transfer of service	27	19	34	5	0	0	0	85
<i>Further to inquiry</i>	18	5	27	2	0	0	0	52
<i>Further to solicitation</i>	9	14	7	3	0	0	0	33

Detailed Analysis of Issues Raised in Complaints from August 01 2016 to July 31 2017

	Local Exchange and VoIP	Long Distance	Wireless	Internet	White page directories	Directory assistance	Operator services	Total
Credit management	104	5	442	144	0	0	0	695
Credit limit	0	0	16	0	0	0	0	16
<i>Disputes limit amount</i>	0	0	0	0	0	0	0	0
<i>Exceeded limit</i>	0	0	12	0	0	0	0	12
<i>Spending limit/other details not disclosed</i>	0	0	4	0	0	0	0	4
Credit reporting	85	5	380	122	0	0	0	592
Security deposit	19	0	46	22	0	0	0	87
<i>Disputes deposit amount</i>	0	0	2	0	0	0	0	2
<i>Disputes requirement for deposit</i>	2	0	16	5	0	0	0	23
<i>Interest</i>	1	0	0	0	0	0	0	1
<i>Not refunded</i>	16	0	28	17	0	0	0	61
TOTAL	3,766	368	8,543	5,763	1	7	0	18,448

FINANCIAL STATEMENTS

For

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

For the year ended

JULY 31, 2017

INDEPENDENT AUDITOR'S REPORT

To the directors of

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

We have audited the accompanying financial statements of Commission for Complaints for Telecom-television Services Inc./Commission des plaintes relatives aux services de télécom-télévision inc., which comprise the statement of financial position as at July 31, 2017, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Commission for Complaints for Telecom-television Services Inc./Commission des plaintes relatives aux services de télécom-télévision inc. as at July 31, 2017, and the results of its operations, the changes in its net assets and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



Chartered Professional Accountants
Licensed Public Accountants

Ottawa, Ontario
October 24, 2017.

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

STATEMENT OF FINANCIAL POSITION

JULY 31, 2017

	<u>2017</u>	<u>2016</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash - note 4	\$ 1,385,322	\$ 804,834
Accounts receivable	439,196	321,311
Year end fee adjustment receivable - note 8	-	27,411
Prepaid expenses	<u>10,980</u>	<u>10,137</u>
	1,835,498	1,163,693
TANGIBLE CAPITAL ASSETS - note 5	176,052	218,684
INTANGIBLE CAPITAL ASSETS - note 6	<u>130,888</u>	<u>116,836</u>
	<u>\$ 2,142,438</u>	<u>\$ 1,499,213</u>
 <u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities - note 7	<u>\$ 309,364</u>	<u>\$ 232,168</u>
NET ASSETS		
Invested in tangible and intangible capital assets		
- internally restricted	306,940	335,520
Unrestricted	<u>1,526,134</u>	<u>931,525</u>
	<u>1,833,074</u>	<u>1,267,045</u>
	<u>\$ 2,142,438</u>	<u>\$ 1,499,213</u>

Approved by the Board:

CATHERINE BOIVIE
..... Director

DARLENE HALWAS
..... Director

(See accompanying notes)

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**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

STATEMENT OF OPERATIONS

YEAR ENDED JULY 31, 2017

	<u>2017</u>	<u>2016</u>
Revenue		
Operating fees		
Revenue-based	\$ 2,713,428	\$ 2,213,283
Complaint-based	1,356,510	1,475,522
Annual	15,000	12,100
Special levy - note 8	523,310	-
Participation fees	16,500	12,500
Interest	<u>11,219</u>	<u>6,884</u>
	<u>4,635,967</u>	<u>3,720,289</u>
Expenses		
Salaries and benefits	2,674,179	2,481,981
Rent	425,608	399,003
Amortization	144,007	168,927
Directors fees	132,759	117,390
Consultants	87,805	62,520
Legal	111,544	79,489
Telecommunications	58,455	57,208
Communications and advertising	97,044	68,924
Travel and promotion	44,911	42,505
Staff training	31,448	32,966
Office	37,140	34,304
Recruiting	72,558	18,616
Systems support and maintenance	74,565	41,389
Equipment rental	5,600	5,600
Board expenses	24,014	24,522
Insurance	14,768	14,796
Accounting	11,000	10,000
Bad debts	15,766	22,731
Interest and bank charges	<u>6,767</u>	<u>5,934</u>
	<u>4,069,938</u>	<u>3,688,805</u>
Net revenue	<u>\$ 566,029</u>	<u>\$ 31,484</u>

(See accompanying notes)

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**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

STATEMENT OF CHANGES IN NET ASSETS

YEAR ENDED JULY 31, 2017

	<u>2017</u>	<u>2016</u>
Internally Restricted - capital assets		
Balance, beginning of year	\$ 335,520	\$ 449,983
Capital expenditures	115,427	54,464
Amortization	<u>(144,007)</u>	<u>(168,927)</u>
Balance, end of year	<u>\$ 306,940</u>	<u>\$ 335,520</u>
Unrestricted		
Balance, beginning of year	\$ 931,525	\$ 785,578
Net revenue	566,029	31,484
Amortization charged against restricted capital assets	144,007	168,927
Capital expenditures credited to restricted capital assets	<u>(115,427)</u>	<u>(54,464)</u>
Balance, end of year	<u>\$ 1,526,134</u>	<u>\$ 931,525</u>
Total net assets		
Balance, beginning of year -		
Internally Restricted - capital assets	\$ 335,520	\$ 449,983
Unrestricted	<u>931,525</u>	<u>785,578</u>
	<u>\$ 1,267,045</u>	<u>\$ 1,235,561</u>
Balance, end of year -		
Internally Restricted - capital assets	\$ 306,940	\$ 335,520
Unrestricted	<u>1,526,134</u>	<u>931,525</u>
	<u>\$ 1,833,074</u>	<u>\$ 1,267,045</u>

(See accompanying notes)

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**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

STATEMENT OF CASH FLOWS

YEAR ENDED JULY 31, 2017

	<u>2017</u>	<u>2016</u>
CASH FLOWS FROM OPERATING ACTIVITIES		
Net revenue	\$ 566,029	\$ 31,484
Adjustments for:		
Amortization	<u>144,007</u>	<u>168,927</u>
	710,036	200,411
Changes in non-cash working capital components:		
Accounts receivable	(117,885)	(72,770)
Prepaid expenses	(843)	(1,543)
Accounts payable and accrued liabilities	77,196	(6,754)
Year end fee adjustment receivable	<u>27,411</u>	<u>(185,779)</u>
	<u>695,915</u>	<u>(66,435)</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible and intangible capital assets	<u>(115,427)</u>	<u>(54,464)</u>
INCREASE (DECREASE) IN CASH	580,488	(120,899)
CASH, BEGINNING OF YEAR	<u>804,834</u>	<u>925,733</u>
CASH, END OF YEAR	<u>\$ 1,385,322</u>	<u>\$ 804,834</u>

(See accompanying notes)

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**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

NOTES TO FINANCIAL STATEMENTS

YEAR ENDED JULY 31, 2017

1. NATURE OF OPERATIONS

The Commission for Complaints for Telecom-television Services Inc./ Commission des Plaintes Relatives aux Services de Télécom-télévision Inc. is constituted without share capital under Section 211 of the Canada Not-for-profit Corporations Act. The organization's mandate is to receive, to facilitate the resolution of, and if necessary, to resolve eligible Canadian consumer and small business complaints relating to certain telecommunication services. On September 1, 2017, the organization's mandate was expanded to include complaints related to certain types of subscription television services and the organization adopted its current name. Prior to this the organization was named Commissioner for Complaints for Telecommunications Services Inc./ Commissaire aux Plaintes Relatives aux Services de Télécommunications Inc. The organization operates on a not-for-profit basis and, as such, is exempt from income tax pursuant to section 149 (1)(l) of the Income Tax Act.

2. SIGNIFICANT ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Revenue recognition

Operating fees consist of revenue-based fees, complaint-based fees, and annual fees paid by participating service providers to fund the operations of the organization. Revenue-based fees and annual fees are recognized as revenue during the period to which they relate. Complaint-based fees are based on the number of complaints closed in the period and are recognized as revenue when the complaints are closed.

Special levy fees are recognized as revenue during the period to which the fees relate.

Participation fees consist of one-time start-up fees and are recognized as revenue on the date the telecommunications service provider becomes a participating service provider.

Interest income consists of interest on overdue participation and operating fees, as well as interest earned on bank accounts, and is recognized as revenue when earned.

Tangible capital assets and amortization

Tangible capital assets are recorded at acquisition cost. Amortization is provided on a straight-line basis over five years in the case of furniture and equipment; three years in the case of computer equipment; and over the life of the lease in the case of leasehold improvements. In the year of acquisition, amortization is pro-rated over the number of months the asset is owned by the organization.

Intangible capital assets and amortization

Intangible capital assets are recorded at acquisition cost. Amortization is provided on a straight-line basis over five years. In the year of acquisition, amortization is pro-rated over the number of months the asset is owned by the organization.

NOTES TO FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED JULY 31, 2017

2. **SIGNIFICANT ACCOUNTING POLICIES** - Cont'd.

Financial instruments

The organization's financial assets and liabilities are initially recognized at fair value and are subsequently measured at amortized cost at the financial statement date.

Transaction costs associated with the acquisition and disposal of financial instruments are expensed as incurred.

Use of estimates

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period.

Management makes estimates regarding the estimated useful life of its tangible and intangible capital assets and the collectibility of its accounts receivable. Actual results could differ from these estimates.

3. **FINANCIAL INSTRUMENTS AND RISK MANAGEMENT**

The organization is exposed to and manages various financial risks resulting from both its operations and its investment activities, and does not enter into financial instrument agreements including derivative financial instruments for speculative purposes.

The organization's main financial risk exposure and its financial management policies are as follows:

Credit risk

The organization is exposed to credit risk resulting from the possibility that parties may default on their financial obligations. The organization's maximum exposure to credit risk represents the sum of the carrying value of its cash and accounts receivable.

The organization's cash is deposited with a Canadian chartered bank and as a result management believes the risk of loss on this item to be remote.

Management believes that the organization's credit risk with respect to accounts receivable is limited. The organization manages its credit risk by reviewing accounts receivable aging monthly and diligently following up on collection of outstanding amounts. During the last fiscal year the organization has reported bad debts of \$15,766 (2016 - \$22,731). Management has established an allowance for uncollectible accounts receivable at July 31, 2017 of \$19,606 (2016 - \$40,898) that represents management's best estimate of potentially uncollectible accounts.

Liquidity risk

Liquidity risk is the risk that the organization cannot meet a demand for cash or fund its obligations as they become due.

The organization meets its liquidity risk requirements by establishing budgets and cash estimates to ensure it has funds necessary to fulfill its obligations.

NOTES TO FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED JULY 31, 2017

3. **FINANCIAL INSTRUMENTS AND RISK MANAGEMENT** - Cont'd.

Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency risk, interest rate risk and other price risk.

Currency risk

Currency risk refers to the risk that the fair value of instruments or future cash flows associated with the instruments will fluctuate relative to the Canadian dollar due to changes in foreign exchange rates.

The organization is not exposed to foreign currency risk.

Interest rate risk

Interest rate risk refers to the risk that the fair value of financial instruments or future cash flows associated with the financial instruments will fluctuate due to changes in market interest rates.

The organization is not exposed to interest rate risk.

Other price risk

Other price risk refers to the risk that the fair value of financial instruments or future cash flows associated will fluctuate because of changes in market prices (other than those arising from currency risk or interest rate risk), whether those changes are caused by factors specific to the individual instrument or its issuer or factors affecting all similar instruments traded in the market.

The organization is not exposed to other price risk.

Changes in risk

There have been no significant changes in the organization's risk exposures from the prior year.

4. **CASH**

Cash consists of the following:

	<u>2017</u>	<u>2016</u>
Current chequing account	\$ 68,646	\$ 75,854
Premium investment savings account	<u>1,316,676</u>	<u>728,980</u>
	<u>\$ 1,385,322</u>	<u>\$ 804,834</u>

The premium investment savings account earns interest which is received monthly.

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

NOTES TO FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED JULY 31, 2017

5. TANGIBLE CAPITAL ASSETS

	<u>2017</u>		<u>2016</u>	
	<u>Cost</u>	<u>Accumulated amortization</u>	<u>Cost</u>	<u>Accumulated amortization</u>
Furniture and equipment	\$ 251,355	\$ 215,791	\$ 250,556	\$ 192,653
Computer equipment	416,477	302,244	366,224	247,451
Leasehold improvements	<u>81,853</u>	<u>55,598</u>	<u>81,853</u>	<u>39,845</u>
	749,685	\$ 573,633	698,633	\$ 479,949
Accumulated amortization	<u>573,633</u>		<u>479,949</u>	
	<u>\$ 176,052</u>		<u>\$ 218,684</u>	

6. INTANGIBLE CAPITAL ASSETS

	<u>2017</u>	<u>2016</u>
Case management software	\$ 481,129	\$ 416,754
Accumulated Amortization	<u>350,241</u>	<u>299,918</u>
	<u>\$ 130,888</u>	<u>\$ 116,836</u>

7. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

Accounts payable and accrued liabilities consists of the following:

	<u>2017</u>	<u>2016</u>
Accounts payable and accrued liabilities	\$ 207,760	\$ 121,045
Government remittances payable	<u>101,604</u>	<u>111,123</u>
	<u>\$ 309,364</u>	<u>\$ 232,168</u>

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

NOTES TO FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED JULY 31, 2017

8. YEAR-END FEE ADJUSTMENT

The operations of the organization are funded primarily by two types of fees charged to participating service providers:

1. Revenue-based fees - Billed to participating service providers with Canadian forborne telecommunications revenues greater than \$10 million, based on their proportionate share of forborne revenue; and
2. Complaint-based fees - Billed to those participating service providers with complaints concluded in the fiscal year, based on the number of the provider's complaints concluded in the fiscal year, and the level of the process at which they are concluded.

Under the Participation Agreement, revenue-based fees are to cover 60% of total expenses while complaint-based fees are to cover 40% of total expenses. For the 2017 year, however, an exception was approved whereby revenue-based fees covered 67% of total expenses and complaint-based fees covered 33% of total expenses. During the year, the amount invoiced to participating service providers is calculated so as to generate sufficient revenues to match budgeted expenses, based on Management's projections of the year's anticipated operational activities. At the end of the year these two categories of fees are adjusted to reflect both the 60% / 40% split (2017 - 67% / 33%) and to match the total expense figure of \$4,069,938 (2016 - \$3,688,805).

Revenue-based fees were adjusted downwards as the actual amount billed to revenue-based fee payors was more than 60% (2017 - 67%) of the actual expenses of the organization. Complaint-based fees were adjusted downwards because the actual amount billed to complaint-based fee payors was more than 40% (2017 - 33%) of the actual expenses of the organization.

Summary of Year End Fee Adjustment:

	<u>2017</u>	<u>2016</u>
Revenue-based fees adjustment	\$ (357,504)	\$ (177,092)
Complaint-based fees adjustment	<u>(165,806)</u>	<u>204,503</u>
Year end fee adjustment	<u>\$ (523,310)</u>	<u>\$ 27,411</u>

In addition, under Section 5 of the Participation Agreement a special levy can, at the discretion of the Board, be billed to the participating service providers for the purposes of funding the organization. In 2017, the Board approved a special levy of \$523,310 (2016 - \$nil) and this amount has reduced the amount otherwise owing to participating service providers.

9. AVAILABLE CREDIT

The organization has access to credit through Visa credit cards with a total credit limit of \$20,000. The credit cards are paid in full each month. The company also has access to an operating line of credit. The interest rate on the line of credit is prime plus 1.25% and the authorized limit of the line of credit is \$500,000. The operating line of credit is secured by a general security agreement. No balance is outstanding at July 31, 2017.

**COMMISSION FOR COMPLAINTS FOR TELECOM-TELEVISION SERVICES INC./
COMMISSION DES PLAINTES RELATIVES AUX SERVICES DE TÉLÉCOM-TÉLÉVISION INC.**

NOTES TO FINANCIAL STATEMENTS - Cont'd.

YEAR ENDED JULY 31, 2017

10. COMMITMENTS

As of July 31, 2017, the organization has one ongoing lease for its premises and one for equipment. The main office lease expires March 31, 2019 and the equipment lease expires on December 31, 2017.

Annual minimum lease payments will be approximately as follows:

	<u>Building</u>	<u>Equipment</u>	<u>Total</u>
2018	\$ 513,448	\$ 3,164	\$ 516,612
2019	<u>342,298</u>	<u>-</u>	<u>342,298</u>
	<u>\$ 855,746</u>	<u>\$ 3,164</u>	<u>\$ 858,910</u>

11. RELATED PARTIES

Service providers from which the organization purchases telecommunications services may be considered related parties, as they are entitled to participate in the appointment of directors. The organization enters into transactions with these related parties in the normal course of business and transactions are recorded at their fair value. As a result, separate disclosure of these transactions is not presented within the financial statements.



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.