

2023-2024

# Year at a Glance

An overview of significant events and data points for the CCTS between August 1, 2023 and July 31, 2024.



Launched a new five-year strategic plan focusing on service excellence, organizational effectiveness, and stakeholder value

Improved the customer experience with significant changes to our technology and complaint-handling process



Continued efforts to raise public awareness about the CCTS

Consulted with diverse consumer and accessibility groups across Canada



Welcomed 11 new Participating Service Providers (PSPs)

## By the numbers



## Top Issues

Over 17,000 complaints were about **billing**. **Quality of service** remains a top concern for telecom and TV customers.



## Total Issues

17,306



Billing Issues

10,860



Service Delivery

9,285



Contract Dispute

1,373

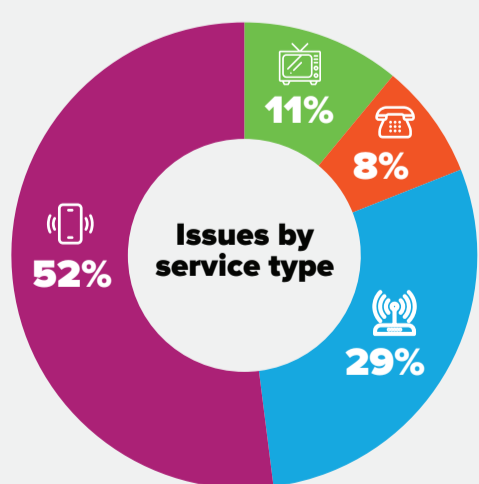


Credit Management

50



Other

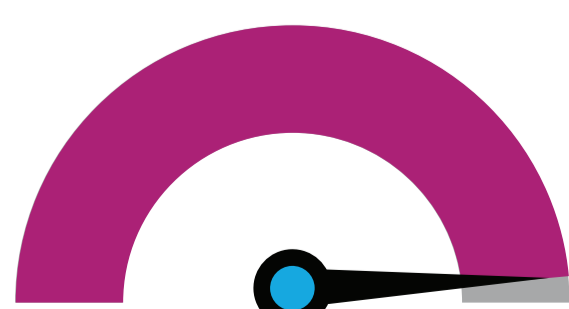


- TV
- Local Phone
- Internet
- Wireless



436 brands operated by 311 service providers participated in the CCTS.

## Distribution of complaints



**88%** of complaints were filed about 10 service providers

**95** brands had three or fewer complaints

**257** brands had zero complaints