



MID-YEAR REPORT

August 1, 2017 – January 31, 2018

Executive Summary

6,849
complaints
accepted

5,755
complaints
concluded

90.4%
of complaints
successfully
resolved






43
confirmed
breaches
of the Wireless
Code

2
confirmed
breaches
of the Deposit
and Disconnection
Code

0
confirmed
breaches
of the Television
Service
Provider Code

Operational Statistics

TABLE 1: SUMMARY OF KEY STATISTICS

 Complaints accepted	6,849	 73% increase over same period last year
 Complaints concluded	5,755	 48% increase over same period last year
TOTAL COMPLAINTS RESOLVED	5,202	 90.4% complaints resolved
<i>Complaints resolved at pre-investigation</i>	4,604	
<i>Complaints resolved at investigation</i>	598	
TOTAL COMPLAINTS CLOSED	552	
<i>Complaints closed at pre-investigation</i>	196	
<i>Complaints closed at investigation</i>	356	
Recommendations accepted	1	
Decisions issued	–	

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

Complaints by Service Provider

TABLE 2: TOP 5 PARTICIPATING SERVICE PROVIDERS BY COMPLAINTS ACCEPTED

Participating Service Provider	Accepted Complaints	% of All Accepted Complaints
1. Bell Canada	2,275	33.2%
2. Rogers Communications	707	10.3%
3. TELUS Communications Inc.	511	7.5%
4. Virgin Mobile Canada	429	6.3%
5. Videotron Ltd	368	5.4%

All statistics are as at February 1, 2018 and are subject to audit. See [Appendix A](#) for complaints accepted for all service providers.

Issues Raised in Complaints

TABLE 3: TOP 10 ISSUES RAISED IN COMPLAINTS¹

Issue	Wireless	Internet	Local Phone	Long Distance	TV	Total Issues	% of All Issues
1. Non-disclosure of terms/ Misleading information about terms	1,023	483	270	17	104	1,897	14.3%
2. Incorrect charge	583	552	404	34	164	1,737	13.1%
3. Intermittent/Inadequate quality of service	386	602	161	3	36	1,188	8.9%
4. Legitimacy and amount of early cancellation fees	268	258	175	1	30	732	5.5%
5. 30-day cancellation policy/ Charges billed after cancellation	192	242	177	10	41	662	5.0%
6. Credit/refund not received	319	167	105	7	28	626	4.7%
7. Breach of contract	308	90	56	2	15	471	3.5%
8. Credit reporting	238	102	65	3	12	420	3.2%
9. Complete loss of service	119	177	105	4	14	419	3.2%
10. Material contract change without notice	168	116	85	9	31	409	3.1%

¹ Complaints can raise more than one issue. The complaints concluded between August 1, 2017 and January 31, 2018 raised 13,281 issues.

TABLE 4: TOP 5 OUT OF MANDATE ISSUES

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

	Out of Mandate Issues	% of Total Out of Mandate Issues
Customer service (e.g. wait times, rude representative, etc.)	2,163	26.9%
Service provider general operating practices and policies (e.g. the contents of plans and packages, the terms of fair use policies, etc.)	1,454	18.1%
Broadcasting (TV and Radio)*	1,301	16.2%
Pricing (e.g. prices set by service providers)	538	6.7%
Telemarketing/unsolicited messages	399	5.0%

* 602 of these are from August 2017

TV Complaints

On September 1, 2017, the mandate of the CCTS was expanded to:

- include the authority to resolve complaints about TV services provided by Participating Service Providers; and
- track, investigate and report on breaches of the CRTC's Television Service Provider Code, which came into effect (for most service providers) on that date.

Our authority to deal with these complaints and Code issues is limited to events that occurred on or after September 1, 2017.

In order to provide interested parties with some early insight into what we are seeing in TV complaints, we are pleased to provide the information below about TV complaints that we **received and concluded** between September 1, 2017 and January 31, 2018.

How many complaints about TV did CCTS accept?

846. Of those complaints, 230 were **solely** about TV; in the others, TV was complained about, along with another service(s).

TABLE 5: STATUS OF ACCEPTED TV COMPLAINTS

Here is the status of the 846 complaints accepted as at January 31, 2018 that contained TV issues.

Resolved	389
Awaiting confirmation of resolution	140
Awaiting service provider response to complaint	175
Closed	53
Under investigation	81
Other	8
TOTAL	846

What issues were raised in the TV complaints we accepted?

See [Table 3](#) for our "Top 10" issues list.

How many complaints about TV were we unable to accept, and why?

590. We were unable to accept them for a variety of reasons, including:

275

raised either an out-of-scope subject (e.g. broadcasting content, pricing of the service, customer service issues) or an out-of-scope service (e.g. internet-based streaming services and video applications)

112

were ineligible because they dealt with facts that occurred either prior to September 1, 2017, or otherwise outside our limitation period

86

raised issues with service provider operating practices, which is out of scope.



Code of Conduct Reporting

The CCTS does not investigate every alleged breach of a Code. Complaints that are resolved to the mutual satisfaction of the customer and service provider do not receive additional analysis to determine whether a breach of the Code has occurred.

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

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

The Wireless Code

TABLE 6: SUMMARY OF WIRELESS CODE BREACHES

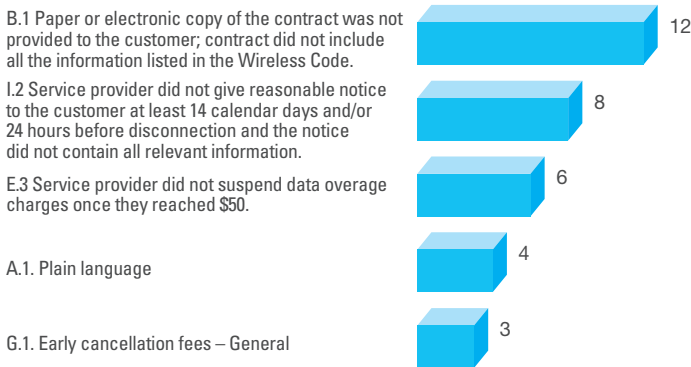


Deposit and Disconnection Code

TABLE 8: SUMMARY OF D&D CODE BREACHES



TABLE 7: DETAILED BREAKDOWN OF TOP 5 WIRELESS CODE CONFIRMED BREACHES²

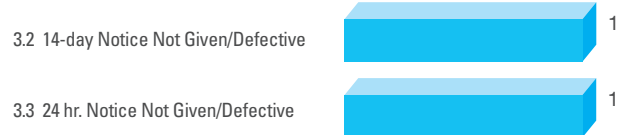


See [Appendix B](#) for a breakdown of the confirmed Wireless Code breaches by section.

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

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

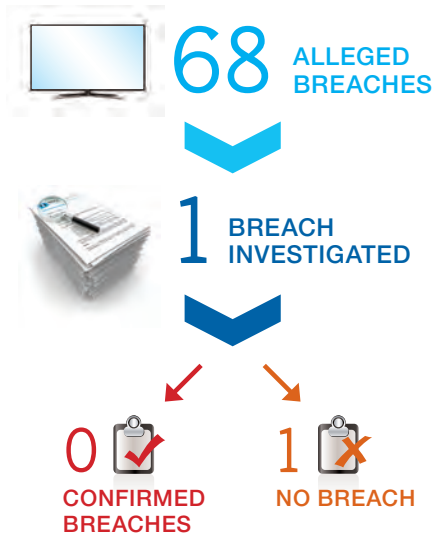
TABLE 9: DETAILED BREAKDOWN OF ALL D&D CODE CONFIRMED BREACHES³



Code of Conduct Reporting

Television Service Provider Code

TABLE 10: SUMMARY OF TELEVISION SERVICE PROVIDER CODE BREACHES



Terminology

Alleged breach:

when a customer claims that the service provider failed to perform an obligation under The Wireless Code (“TWC”), the Deposit and Disconnection Code (“D&D”) or the Television Service Provider Code (“TVSP Code”), or when a CCTS staff member identifies a potential TWC/D&D/TVSP 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.

Confirmed breach:

when the CCTS can confirm, based on its investigation, that a provision of TWC/D&D/TVSP Code has been breached.

No breach:

when we have investigated an alleged breach and concluded that the service provider didn’t breach TWC/D&D/TVSP Code.

Appendix A – Complaints by Service Provider

August 1, 2017 – January 31, 2018

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

Participating Service Provider	Mid-Year Report 2017-18	Proportion of All Complaints Accepted		Change
		Mid-Year Report 2017-18	Annual Report 2016-17	
1. Bell Canada	2,275	33.2%	35.7%	-2.5%
2. Rogers Communications	707	10.3%	11.9%	-1.5%
3. TELUS Communications Inc.	511	7.5%	6.9%	0.5%
4. Virgin Mobile Canada	429	6.3%	6.7%	-0.4%
5. Videotron Ltd	368	5.4%	3.8%	1.6%
6. Fido	341	5.0%	5.0%	0.0%
7. Freedom Mobile Inc.	296	4.3%	3.3%	1.0%
8. Xplornet Internet Services	213	3.1%	2.8%	0.3%
9. Koodo	175	2.6%	2.9%	-0.3%
10. Comwave	173	2.5%	2.5%	0.1%
11. Shaw Communications	118	1.7%	1.7%	0.0%
12. Chatr Wireless	102	1.5%	0.9%	0.6%
13. Cogeco Connexion (Ontario)	102	1.5%	1.1%	0.3%
14. Primus	98	1.4%	1.5%	-0.1%
15. Bell Aliant	95	1.4%	1.4%	0.0%
16. Bell MTS	85	1.2%	0.8%	0.5%
17. Eastlink	77	1.1%	0.7%	0.4%
18. Public Mobile	70	1.0%	1.1%	-0.1%
19. TekSavvy Solutions Inc.	66	1.0%	0.6%	0.4%
20. ACN Canada	35	0.5%	0.7%	-0.2%
21. Bell Fibe (Quebec)	26	0.4%	–	–
22. Distributel Communications Limited	25	0.4%	0.3%	0.1%
23. Speak Out Wireless (7-11)	24	0.4%	0.3%	0.1%
24. Vonage Canada Corporation	22	0.3%	0.7%	-0.3%
25. Acanac Inc.	20	0.3%	0.5%	-0.2%
26. Cogeco Connexion (Quebec)	18	0.3%	0.2%	0.1%
27. Petro Canada Mobility	17	0.2%	0.1%	0.1%
28. VMedia	17	0.2%	0.2%	0.1%

Appendix A – Complaints by Service Provider August 1, 2017 – January 31, 2018

Participating Service Provider	Mid-Year Report 2017-18	Proportion of All Complaints Accepted		Change
		Mid-Year Report 2017-18	Annual Report 2016-17	
29. Bell Fibe	14	0.2%	–	–
30. Bell Fibe (Ontario)	14	0.2%	–	–
31. CIK Telecom Inc.	14	0.2%	0.1%	0.1%
32. PC Mobile	13	0.2%	0.3%	-0.1%
33. Sasktel	13	0.2%	0.3%	-0.2%
34. Shaw Cable	13	0.2%	–	–
35. Bell ExpressVu	12	0.2%	–	–
36. EBOX Inc.	11	0.2%	0.1%	0.0%
37. Solo	10	0.1%	0.1%	0.0%
38. Ooma	9	0.1%	0.1%	0.0%
39. ComparAction	8	0.1%	0.2%	-0.1%
40. Allstream	7	0.1%	0.0%	0.1%
41. Can-net Telecom	7	0.1%	0.0%	0.1%
42. City Wide Communications	7	0.1%	0.1%	0.0%
43. Execulink	7	0.1%	0.2%	-0.1%
44. Worldline	7	0.1%	0.1%	0.0%
45. Sears Connect	6	0.1%	0.2%	-0.1%
46. B2B2C Inc.	5	0.1%	0.0%	0.0%
47. italkBB	5	0.1%	0.1%	0.0%
48. Seaside Wireless Communications Inc.	5	0.1%	0.0%	0.1%
49. Sunsonic	5	0.1%	0.0%	0.1%
50. tbaytel	5	0.1%	0.1%	-0.1%
51. Cable Axion	4	0.1%	0.0%	0.0%
52. Magic Jack Tel	4	0.1%	0.1%	0.0%
53. Zoomer	4	0.1%	0.0%	0.0%
54. Bravo Telecom	3	0.0%	0.0%	0.0%
55. CCI Wireless	3	0.0%	0.0%	0.0%
56. Delta Cable	3	0.0%	0.0%	0.0%
57. Maskatel	3	0.0%	0.0%	0.0%

Appendix A – Complaints by Service Provider August 1, 2017 – January 31, 2018

Participating Service Provider	Mid-Year Report 2017-18	Proportion of All Complaints Accepted		Change
		Mid-Year Report 2017-18	Annual Report 2016-17	
58. Northern Tel	3	0.0%	0.0%	0.0%
59. Ontera	3	0.0%	0.0%	0.0%
60. PC Mobile	3	0.0%	0.3%	-0.3%
61. Roam Mobility	3	0.0%	0.2%	-0.2%
62. Shaw Direct (Star Choice Television Network Incorporated)	3	0.0%	–	–
63. Sogetel	3	0.0%	0.1%	0.0%
64. Velcom	3	0.0%	0.1%	0.0%
65. WiMac Tel	3	0.0%	0.0%	0.0%
66. WIND Mobile Corp.	3	0.0%	0.0%	0.0%
67. Yak Communications Corp.	3	0.0%	0.2%	-0.1%
68. 8COM	2	0.0%	0.0%	0.0%
69. AllCore Communications Inc.	2	0.0%	0.0%	0.0%
70. Allo Telecom	2	0.0%	–	–
71. Auracom	2	0.0%	0.0%	0.0%
72. Call Select	2	0.0%	0.0%	0.0%
73. Carry Telecom	2	0.0%	0.0%	0.0%
74. Cityfone	2	0.0%	0.0%	0.0%
75. Digicom	2	0.0%	0.0%	0.0%
76. G3 Telecom	2	0.0%	0.0%	0.0%
77. Gems Telecom	2	0.0%	0.1%	0.0%
78. Globalstar	2	0.0%	0.1%	0.0%
79. InnSys	2	0.0%	0.1%	-0.1%
80. Inter.net Canada	2	0.0%	0.0%	0.0%
81. Internet LightSpeed Communications	2	0.0%	0.0%	0.0%
82. Mascon Cable	2	0.0%	–	–
83. Navatalk	2	0.0%	0.0%	0.0%
84. Phonebox	2	0.0%	0.1%	-0.1%
85. RINGCENTRAL	2	0.0%	0.0%	0.0%

Appendix A – Complaints by Service Provider

August 1, 2017 – January 31, 2018

Participating Service Provider	Mid-Year Report 2017-18	Proportion of All Complaints Accepted		Change
		Mid-Year Report 2017-18	Annual Report 2016-17	
86. TELUS Pik TV	2	0.0%	–	–
87. World-Link Communications Inc.	2	0.0%	0.0%	0.0%
88. Zid Internet	2	0.0%	0.0%	0.0%
89. 1010100	1	0.0%	0.0%	0.0%
90. AEI Internet	1	0.0%	0.1%	0.0%
91. Altima Telecom	1	0.0%	0.1%	-0.1%
92. Atalk	1	0.0%	–	–
93. Broad-Connect Telecom Inc.	1	0.0%	–	–
94. Bruce Telecom	1	0.0%	0.0%	0.0%
95. Cardinal Telecom (2000) Inc.	1	0.0%	–	–
96. CityWest Cable & Telephone Corp.	1	0.0%	–	–
97. Cross Country T.V. Limited	1	0.0%	0.0%	0.0%
98. Dery Telecom	1	0.0%	0.0%	0.0%
99. Fongo Inc.	1	0.0%	0.0%	0.0%
100. GETUS Communications LTD.	1	0.0%	0.0%	0.0%
101. Gold Line Telecommunications Inc.	1	0.0%	0.0%	0.0%
102. Good Call	1	0.0%	–	–
103. Groupe-Access Communications	1	0.0%	–	–
104. Ice Wireless	1	0.0%	–	–
105. Internet Papineau Inc.	1	0.0%	–	–
106. Kingston Online Services	1	0.0%	0.0%	0.0%
107. Lucky Mobile	1	0.0%	–	–
108. Lycatalk	1	0.0%	0.0%	0.0%
109. MaximumISP	1	0.0%	–	–
110. MCS Net	1	0.0%	0.0%	0.0%
111. NetSet Communications	1	0.0%	0.0%	0.0%
112. NetTalk	1	0.0%	0.1%	-0.1%
113. Northwestel	1	0.0%	0.0%	0.0%
114. OneConnect Services Inc.	1	0.0%	0.0%	0.0%

Appendix A – Complaints by Service Provider

August 1, 2017 – January 31, 2018

Participating Service Provider	Mid-Year Report 2017-18	Proportion of All Complaints Accepted		Change
		Mid-Year Report 2017-18	Annual Report 2016-17	
115. Optik TV	1	0.0%	–	–
116. Pathway Communications	1	0.0%	0.0%	0.0%
117. Phone Power	1	0.0%	0.0%	0.0%
118. Quadro Communications	1	0.0%	–	–
119. RadioActif	1	0.0%	0.0%	0.0%
120. Raftview	1	0.0%	–	–
121. RuralWave	1	0.0%	0.0%	0.0%
122. Selectcom Telecom	1	0.0%	0.0%	0.0%
123. Simconet Technologies Inc.	1	0.0%	–	–
124. SkyChoice Communications Inc.	1	0.0%	–	–
125. Source Cable Ltd.	1	0.0%	0.0%	0.0%
126. Springtel Communications Inc.	1	0.0%	–	–
127. Start Communications	1	0.0%	0.1%	-0.1%
128. Startec Global Communications	1	0.0%	0.0%	0.0%
129. Targo Communications Inc.	1	0.0%	0.0%	0.0%
130. Tel-Synergy	1	0.0%	0.0%	0.0%
131. Télébec	1	0.0%	0.1%	-0.1%
132. Telehop	1	0.0%	0.0%	0.0%
133. TelKel Inc.	1	0.0%	0.0%	0.0%
134. Telnet Communications	1	0.0%	0.0%	0.0%
135. Toronto Telecom	1	0.0%	–	–
136. Tuckersmith Communications	1	0.0%	–	–
137. Unlimitel	1	0.0%	–	–
138. Vianet Internet Solutions	1	0.0%	0.1%	-0.1%
139. VIF Internet	1	0.0%	0.1%	0.0%
TOTAL	6,849			

Appendix B – Confirmed Wireless Code Breaches by Section August 1, 2017 – January 31, 2018

Section*	Confirmed Breaches Mid-Year Report 2017-18	Proportion of All Confirmed Breaches**		
		Mid-Year Report 2017-18	Annual Report 2016-17	Change
A. Clarity	5	11.6%	5.8%	5.8%
A.1. Plain language	4	9.3%	4.7%	4.6%
A.2. Prices	0	0.0%	1.2%	-1.2%
A.3. Unlimited services	1	2.3%	0.0%	2.3%
B. Contracts and related documents	12	27.9%	29.1%	-1.2%
B.1.(i-ii). Permanent copy of the contract and related documents	3	7.0%	17.4%	-10.4%
B.1.(iv) a-e. Key contract terms and conditions	9	20.9%	8.1%	12.8%
B.1.(iv) f-m. Other aspects of the contract	0	0.0%	3.5%	-3.5%
C. Critical Information Summary	1	2.3%	3.5%	-1.2%
C.1. Critical Information Summary	1	2.3%	3.5%	-1.2%
D. Changes to contracts and related documents	2	4.7%	3.5%	1.2%
D.1. Changes to key contract terms and conditions	2	4.7%	3.5%	1.2%
E. Bill management	9	20.9%	22.1%	-1.2%
E.1. International roaming notification	1	2.3%	1.2%	1.1%
E.3. Cap on data overage charges	6	14.0%	17.4%	-3.4%
E.4. Unsolicited wireless services	2	4.7%	3.5%	1.2%
F. Mobile device issues	0	0.0%	3.5%	-3.5%
F.1. Unlocking	0	0.0%	3.5%	-3.5%
G. Contract cancellation and extension	5	11.6%	11.6%	0.0%
G.1. Early cancellation fees – General	3	7.0%	9.3%	-2.3%
G.2. Early cancellation fees – Subsidized device	0	0.0%	1.2%	-1.2%
G.4. Trial period	1	2.3%	0.0%	2.3%
G.5. Cancellation date	1	2.3%	1.2%	1.1%
H. Security deposits	1	2.3%	2.3%	0.0%
H.1. Requesting, reviewing, and returning a security deposit	1	2.3%	2.3%	0.0%
I. Disconnection	8	18.6%	18.6%	0.0%
I.1. When disconnection may occur	0	0.0%	3.5%	-3.5%
I.2. Notice before disconnection	8	18.6%	15.1%	3.5%
TOTAL	43	100%	100%	

* Note that all confirmed breaches are related to facts that occurred before December 1, 2017; therefore, the section numbers refer to the pre-December 2017 version of the [Wireless Code](#).

**Total and subtotal percentages rounded.