

## **Major Canadian ISPs' and WSPs' COVID-19 Responses – Retail (Consumer)**

Current as of: **14 April 2020**.

We will add more Internet Service Providers and Wireless Service Providers (ISPs/WSPs) to this list in future updates. Please note that the following text, although quoted directly from ISP and WSP websites, are excerpts. Please refer to the referenced web page for the full text and embedded links. We provide links to major statements but there may be additional information at other links. Please also note that while some companies have listed their sub-brands, others have not. Where companies have listed links to sub-brands (also known as flanker brands) we have attempted to provide information, if available, for the sub-brands.

As the COVID-19 situation is rapidly changing, along with ISP and telecom and broadcasting provider policies, we urge you to visit the website of your provider for the most up to date information. Information below is provided on a best-efforts basis, we cannot guarantee accuracy or currency; please confirm with your provider.

### **Bell**

<https://www.bce.ca/bell-update-on-covid-19>

“With Canadians working from home or in isolation, we will be waiving extra usage fees for all residential Internet customers. We will also be providing our consumer and small business customers with Turbo Hubs, Turbo Sticks and MiFi devices an extra 10 GB of domestic usage and a \$10 credit on their existing plan for each of their current and next billing cycles. Please note that data charges incurred before March 19th will still apply.

Furthermore, we are waiving Roam Better™ and all pay-per-use roaming fees for all destinations and for all mobile consumers and small businesses between March 18th and April 30th 2020. All these measures are valid until April 30th and will be applied to customers' bills automatically, and require no action on their part.

To help Canadians stay informed and entertained during this period, several channels are currently on free preview. A selection of news, entertainment, family and lifestyle channels will be available for free over the next few weeks. Including CTV News, Hollywood Suite, Disney Channel and HGTV Canada. Please visit [bell.ca/freepreviews](http://bell.ca/freepreviews) for the full list.

We understand customers could be facing financial challenges during the COVID-19 situation. We can help. If it happens that you can't pay your bill on time, you can set up a flexible payment option in our self-serve tools.”

## **Rogers**

### **Brand-based Information**

“For full details visit: [rogers.com/covid-19](https://rogers.com/covid-19) , [fido.ca/covid-19](https://fido.ca/covid-19) , [chatrmobile.com/covid-19](https://chatrmobile.com/covid-19) ”

### **Rogers brand**

(see: <https://rogers.com/covid-19/updates> )

### **Wireless Services**

- Until June 30, we will waive long distance calling across Canada for wireless, wireless home phone customers and small business’.
- Waiving Roam Like Home™ and all pay-per-use roaming fees in all countries where we offer roaming for all postpaid consumers and small businesses travelling outside of Canada between March 16th and April 30th 2020.

This includes Small Businesses with 1-9 wireless lines on a single account.”

### **Residential services**

Waiving data overage fees for home internet usage starting March 14 until June 30, 2020

Waving long distance charges for Rogers home phone consumers for calls to anywhere in Canada starting March 16 until June 30, 2020

All Rogers TV and Ignite TV™ customers will have free access to some of our popular channels automatically, starting March 16 until June 30, 2020, including:

**Kid Friendly:** Disney, Disney Jr., Disney XD, Family Channel, Family Jr., YTV, Treehouse, Teletoon and ABC Spark

**Premium:** FX

**Movies:** Hollywood Suite (70s, 80s, 90s and 2000s)

**Lifestyle:** HGTV, Slice, National Geographic, BBC Earth and Smithsonian

**News:** CBC News Network, CP24, CTV News Channel

**Multicultural:** New Tang Dynasty, TV Asia

**Sports:** NBA TV Canada, MLB Network, NFL Network, Leafs Nation Network

**Tubi TV:** a new app launching on Ignite TV, that is a free, ad-supported app with thousands of movies and TV shows.”

From Residential COVID-19 FAQ page

“Why did some customers get a bill notice that some TV and Internet rates were going up on or after April 28?

We let our customers know in advance of planned price changes. In this case we started to communicate about these changes in February 2020. We know this is a challenging time and we have made the decision to not proceed with the notified price change at this time. There is no need to call us and we will automatically postpone these price changes for all our customers.”

### **Fido brand**

(see: <https://www.fido.ca/covid-19/updates> )

#### **“COVID-19 UPDATE**

Our heartfelt concern goes out to all Canadians who have been impacted by COVID-19. Ensuring the health and safety of our customers, partners and employees is the top priority. We would like to share our commitment to continuing to serve Canadians and the steps we are taking to support our community during this difficult time.

#### **KEEPING YOU CONNECTED**

We know many of you have questions. Staying connected and in touch with your loved ones wherever they are is essential, therefore we are doing the following to help during this time:

#### **EXTENDED - WAIVING LONG DISTANCE**

Waiving long distance charges for Fido wireless and Fido Home Phone customers for calls to anywhere in Canada between March 16th and June 30th, 2020.

#### **WAIVING ROAMING FEES**

Waiving Fido Roam™ and all pay-per-use roaming fees in all countries where we offer roaming for all postpaid consumers travelling outside of Canada between March 16th and April 30th 2020.

#### **RESIDENTIAL SERVICES**

Waiving data overage fees for home internet usage between March 16th and May 31st, 2020.

### **FLEXIBLE PAYMENT OPTIONS**

For Wireless and Internet – from March 16 to June 14, we will ensure accounts will not be suspended or disconnected for customers experiencing financial difficulties. Additionally, we will support customers facing financial uncertainty due to COVID-19 with more flexible payment options.

All of these changes have already been applied to your account, so you don't have to take any action."

### ***Chatr brand***

(see: <https://www.chatrwireless.com/covid-19> )

### **"COVID-19 Update**

**What we are doing to help keep our customers, employees and communities connected and safe.**

We are in the midst of a situation that touches us all on a very personal level. Our heartfelt concern goes out to all families directly impacted by COVID-19.

Our top priority is ensuring the health and safety of our customers, partners and employees.

We would like to share our commitment to continuing to serve Canadians and keeping our customers connected to the people and things that matter most.

### **Connecting Canadians**

We know that staying in touch with friends and family across the country is especially critical at this time. In order to help you stay connected, chatr will be waiving long distance charges for phone calls to anywhere in Canada, including calls made from out of zone, until June 30, 2020 so our customers can contact loved ones during these uncertain times.

These changes have been automatically applied and customers are not required to take any action."

## **TELUS**

<https://www.telus.com/en/about/covid-19-updates>

### **“Helping you stay connected and protected**

#### **For Home Services customers:**

- Waiving home internet overage charges[1] for customers without unlimited data plans until April 30
- Fees waived for the next two months for families currently participating in our Internet for Good program.
- Offering FREE channel previews on Optik TV – View channel previews
- Offering TELUS Online Security Basic (1st month free). Powerful protection for your connected devices, online privacy and personal information.
- Pausing the in-flight increase to Long Distance Pay-Per-Minute phone plans[2]

#### **For Mobility customers:**

- Waiving all Easy Roam®, Travel Passes and pay-per-use roaming charges[2] for postpaid and small business customers until April 30

#### **For all customers:**

- Offering FREE educational activities encouraging families to ‘Learn, Do and Share’ with our friends at Microsoft
- Offering FREE TELUS Wise digital safety online workshops and printable activities for youth
- Offering flexible payment options for consumer and small business customers who have been financially affected by the crisis

[Legal footnote 1: “Excludes Smart Hub Services.”]

[Legal footnote 2: “Terms and conditions - Bill credits will be automatically applied the month after a customer’s bill is generated. Example - for customers roaming in March, roaming-related charges will appear on the April bill, and a credit for those charges will appear on the May bill.”]

#### **Bill Payments, Disconnections**

“In response to the evolving COVID-19 crisis, we want to assure you that you will still be able to get in touch with family and friends. We are postponing all disconnection dates until further notice. In the meantime, to stay on top of your bill please visit My TELUS.

Our people, our networks, and our technologies are at the ready to connect and secure the health of Canadians from coast to coast. As part of our unwavering commitment to ensure Canadians can rely on our secure networks to stay connected, we have undertaken preparations to support the increased capacity we expect as more Canadians work from home.

We continue to actively monitor the situation and will take steps to best meet the connectivity requirements of Canadians, including essential capacity required by public authorities.”

### **“All Connected For Good**

At TELUS, building stronger, healthier communities and helping those who need it the most have always been at the core of our values and purpose. In response to the ongoing COVID-19 crisis, we are stepping up even further by utilizing our technology and resources to ensure that we are helping some of the most vulnerable Canadians. Actions include:

- Supporting communities with medical technology and equipment through a \$10M commitment from the TELUS Friendly Future Foundation.
- Empowering School Boards working with us in Alberta and BC to extend our Internet for Good offer directly to families in need to ensure that school-aged children have the connectivity they need to learn from home
- Our CEO, Darren Entwistle, is donating his salary for the next three months to our front-line healthcare workers battling COVID-19. This donation will be matched by the Entwistle Family Foundation, which supports Internet for Good, doubling the donation’s positive impact.
- Enabling healthcare practitioners and social workers to sustain contact with at-risk individuals who are isolated with no means of communication by donating over 2000 prepaid devices and SIM cards valued at \$1.2M through our Mobility for Good program.
- Donating \$500K toward the research and development of antivirals.”

### **Cogeco**

<https://www.cogeco.ca/en/covid19updates>

“Instead of offering a temporary lift of data caps for our Internet customers only, when more than 50% of them already have unlimited plans, our agents are taking a more personalized approach on a longer term to give customers special offers based on their specific needs during the COVID-19, not only for the Internet but also for their television and telephony needs.

In addition, we proactively announced that we are waiving any late fees that customers may incur because of their economic circumstances related to the coronavirus pandemic. Cogeco Connexion will not terminate service to any residential or small business customer because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic. Cogeco

Connexion will waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.”

## **Shaw**

<https://www.shaw.ca/covid-19>

“We do not have data caps on our internet plans. Whether you’re working from home or need to keep the kids entertained, we’re committed to ensuring you have the data you need to continue to live your life.”

“To support Canadians at this time we’ve opened up Shaw Go WiFi, Canada’s largest WiFi network, to everyone. Shaw customer or not, we know that, especially in times like this, it is important to stay connected. We also do not have data caps on our internet plans so that whether you need to work from home or connect with loved ones, you can do so without restrictions.

“We encourage any customer to proactively contact us if they need to make adjustments to their service in order to address their changing financial or connectivity needs due to COVID-19.”

## **Vidéotron (Quebecor)**

### ***Vidéotron brand***

“Residential Internet data caps removed: To help Québec organizations and businesses implement effective teleworking measures, Videotron has suspended the data limits (overage charges) on all residential and business Internet plans for existing customers until March 31. <http://corpo.videotron.com/site/press-room/press-release/1055>”

<http://corpo.videotron.com/site/press-room/press-release/1055>

“Montréal, March 13, 2020 – To help Québec organizations and businesses implement effective teleworking measures, Videotron is suspending data limits (overage charges) on all residential and business Internet plans for its existing customers, from now until March 31. Current subscribers to Videotron's residential and business Internet access services will not have to worry about their data usage, as if they had unlimited plans.

This change will apply automatically. There is no need to contact Videotron to take advantage of it.”

**UPDATE (31 March 2020)** (see: <https://www.quebecor.com/en/-/covid-19-une-mobilisation-constante-pour-nos-employes-nos-clients-et-nos-partenaires> )

“Videotron has taken a number of important initiatives to make life easier for its customers, including:

#### Internet access

- Data caps removed on all residential and business Internet packages so that people can work from home without worrying about their Internet usage

#### Television

- Numerous channels unscrambled, including many carrying children’s programs
- Free access to a large selection of on-demand content for all Videotron cable TV subscribers

#### Mobile

- International roaming charges cancelled
- Working with the federal government to inform Canadians who are still abroad”

#### ***Fizz brand***

(see: <https://fizz.ca/en/covid-19> )

“No more roaming charges abroad. Are you abroad? Stay connected. Travel Add-ons are at \$0 until April 30, 2020. A limit of four (4) Add-ons per payment cycle applies.”

#### Sasktel

UPDATED: 31 March 2020

#### **“Two-month service credit to Connecting Families customers**

SaskTel is pleased to announce it will be providing a two-month service credit to all SaskTel customers currently signed up to the Federal Government’s Connecting Families initiative for low-income families.

The Connecting Families initiative was announced in 2017 as part of a suite of programs in the Government of Canada’s Innovation and Skills plan. This initiative is designed to help bridge the digital divide for Canadian families who may struggle to afford access to home internet and provides eligible families with High Speed Internet with unlimited data at a subsidized price.

SaskTel will apply a one-time \$20 credit, retroactive to March, that will appear on eligible customers' next bill.



For further details, including eligibility, please visit the Government of Canada's Connecting Families website."

UPDATED: 27 March 2020

### **"Extension of data overage offer**

SaskTel will continue assisting customers during the global COVID-19 pandemic by extending the waiving of data overage charges to April 30, 2020. There will be no data overage charges (for data used in Canada) for business or consumer customers on SaskTel postpaid wireless plans, noSTRINGS Prepaid wireless plans, and fusion Internet plans from March 17 to April 30, 2020.

SaskTel will also continue providing free content to its residential maxTV and maxTV Stream customers with access to over 50 channels on free preview, including CTV News Channel, CBC News Network, LCN, Family, Family Jr., Family CHRGD, Disney Channel, Teletoon, Treehouse, and much more. See the full list."

[https://support.sasktel.com/app/answers/detail/a\\_id/25281](https://support.sasktel.com/app/answers/detail/a_id/25281)

"Keeping you connected during this time

We're committed to ensuring our customers have access to the communication services they need during this difficult time.

- **Unlimited internet** – All of our internet plans are already unlimited with no overage charges so customers can access the internet as much as they need.
- **Data overage charges waived** – From March 17 to 31, 2020, we'll be automatically waiving all data overage charges for wireless (postpaid and prepaid) and fusion Internet customers to ensure those working and studying from home and remotely can use as much data as they need.
- **Complimentary TV channels** – To help keep our customers informed and their families entertained, we're providing residential maxTV and maxTV Stream customers with complimentary access to over 50 news and entertainment channels, including CTV News Channel, CBC News Network, LCN, Family, Family Jr., Family CHRGD, Disney Channel, Teletoon, Treehouse, and much more."

### **"Crown Utility Interest Deferral Program**

To provide relief to customers who may be affected by COVID-19, SaskTel business and consumer customers will not be required to pay late payment charges for a six-month period. At the end of the six-month period, the balance of regular monthly payments will be due. SaskTel will also be suspending all collections activities and service disconnections for six months.

Further, to help customers get back on their feet following the six months, any balance outstanding can be paid back over the following 12 months through equal monthly installments with no additional late payment charges.

SaskTel customers will still receive a monthly bill and all customers will ultimately be responsible to pay for the services they use. SaskTel encourages customers to continue to make regular payments, as they are able, to avoid large bills following the six-month period. However, for those experiencing hardship, it is the hope that this will help offset some concerns.

Any SaskTel customers who are concerned about their ability to pay their bills because of COVID-19 are encouraged to call 1.800.SASKTEL (1.800.727.5835) (Consumer) or 1.844.SASKTEL (1.844.727.5835) (Business).

Visit Ways to Pay on [sasktel.com](https://www.sasktel.com) for more information on payment options. We encourage you to revise your payment options through mySASKTEL.”

### **Eastlink**

<https://www.eastlink.ca/about/covid-19-updates>

“We've temporarily suspended data limits on internet plans in case you need to work from home or spend more time streaming and using internet while social distancing. Now you can use as much as you need while safeguarding against COVID-19.”

“These are uncertain times for many customers with new challenges emerging each day, so we are working with customers on flexible pay arrangement to prevent service interruption.”

“We're waiving international roaming and easyTravel travel pack fees so customers can concentrate on getting home quickly and safely. If you've purchased a travelPack and your trip has been cancelled, we'll remove that cost as well.”

“Staying connected with family and friends is more important than ever. That's why we're waiving all Canadian Mobile long distance charges for customers who are not on a nationwide plan.”

### **Teksavvy**

<https://www.teksavvy.com/in-the-news/2020-press-releases/teksavvy-temporarily-removes-internet-caps-for-all-customers/?preview=true>

“As Canadians will work from home and families stay home during the COVID-19 pandemic, TekSavvy is suspending billing for overages for current TekSavvy customers on capped packages, effective immediately until April 5, 2020. This change has been automatically implemented and customers are not required to take any action. We hope that this will help TekSavvy customers during this public health situation.”

### **Distributel**

<https://www.distributel.ca/covid-19-update/>

“To support our customers, we will be removing data usage limits on our capped internet plans for the next three months. This will be applied automatically. No action is required by our customers.”

### **Iristel (Ice Wireless)**

<https://www.iristel.com/news/data-throttling-removed-on-wireless-data>

“Recent events have made us even more dependent on digital connectivity. In response, Iristel and Ice Wireless are temporarily removing the throttling of data usage above the allotted plan requirements on all unlimited wireless data plans (which was previously throttled after 10GB usage on the Home network). Iristel is committed to enabling the health and well-being of our users by providing this worry-free convenience. We are all in this together.”

### **Execulink**

<https://www.execulink.ca/covid-19-update/>

“Most Execulink customers have an Unlimited Internet usage plan, but for those that do not, we are committed to supporting you at this time. We will be temporarily waiving any Internet overage charges until April 30, 2020 to help keep you connected to the things and people that mean most to you.”

“Many of our TV channels are offering free previews until April 30, 2020 to help you navigate this time. You can now enjoy free previews of the Food Network, Showcase, Lifetime, the Cooking Channel, Nickelodeon, Treehouse, National Geographic, Disney, and many more. Please note that CP24 and CTV Channel News will be available for free preview until April 17, 2020.”