

Major Canadian ISPs' and WSPs' COVID-19 Responses

Current as of 25 March 2020. We will add more ISPs to this list in future updates.

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; 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 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, fido.ca/covid-19, chatrmobile.com/covid-19”

Wireless

<https://about.rogers.com/covid-19/what-were-doing-for-our-wireless-customers/>

“We are helping home phone and wireless customers and small businesses across all our brands – Rogers, Fido, and chatr – by waiving long distance voice calling fees across the country to help Canadians stay connected during this uncertain time, from now until April 30.

During this same period, for Canadians on postpaid plans and small businesses who need to be outside Canada or are making their way home, Rogers and Fido will also waive Roam Like Home, Fido Roam, and pay-per-use roaming fees in all available destinations. This includes over 180 places, including the United States and Mexico.”

Connected Home (Cable, Internet, Home Phone)

<https://about.rogers.com/covid-19/what-were-doing-for-our-connected-home-customers/>

“As many Canadian families start their extended March Break staycations, our Ignite TV and Digital TV customers can enjoy a free preview of a rotating selection of channels, from March 16 until April 30, including popular content for the whole family. Families can enjoy Disney, Disney Jr., Family Channel, Family Jr., YTV, Treehouse, Teletoon, and ABC Spark. We also have FX and news channels CP24, CTV News Channel and CBC News Network on rotation. Multicultural New Tang Dynasty and TV Asia are also in the mix. New channels will continue join the rotation – visit [Rogers.com/freepreview](https://rogers.com/freepreview) or say “free preview” into your Ignite TV voice remote to see what’s new.

We are helping home phone customers stay connected by waiving long distance voice calling fees across the country to help Canadians stay connected during this uncertain time, from now until April 30. Also, until May 31, Rogers and Fido have temporarily removed data usage caps for customers on limited home internet plans so they can stream, surf, and connect without worrying about internet overages.”

TELUS

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

“Effective immediately, we are:

- Waiving all Easy Roam[®], Travel Passes and pay-per-use roaming charges [Read legal footnote1] for postpaid and small business customers until April 30
- Offering flexible payment options for consumer and small business customers who have been financially affected by the crisis
- Offering FREE educational activities encouraging families to ‘Learn, Do and Share’ with our friends at Microsoft.”

[Legal footnote 1: “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.”

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)

“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>”

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“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.”

Sasktel

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 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.”