



# WIRELESS CODE

## IMPLEMENTATION REPORT CARD

The CRTC created the **Wireless Code** to make it easier for you - as an individual or a small business - to understand the contract for your cellphone and other mobile devices.

The Wireless Code establishes new standards that all wireless service providers must follow.

To comply with the Wireless Code, wireless service providers have to ensure that their contracts, policies, and procedures reflect the new requirements.

This Report Card shows that most companies have implemented the Code appropriately and on time; however, a few companies still need to change their practices to fully implement all requirements. The CRTC is following up with the non-compliant companies.

If you think your service provider is not complying with the Code, contact the Commissioner for Complaints for Telecommunications Services (CCTS). The CCTS will report on consumer complaints about the Wireless Code annually, starting in Fall 2014.

To contact the CCTS : [WWW.CCTS-CPRST.CA](http://WWW.CCTS-CPRST.CA)  
[RESPONSE@CCTS-CPRST.CA](mailto:RESPONSE@CCTS-CPRST.CA)  
TOLL-FREE : 1-888-221-1687

TO LEARN MORE ABOUT THE WIRELESS CODE VISIT : [WWW.CRTC.GC.CA/WIRELESSCODE](http://WWW.CRTC.GC.CA/WIRELESSCODE)





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## IMPLEMENTATION REPORT CARD

A. CLARITY		
1.	Plain language	✓
2.	Prices	✓
3.	Unlimited services	✓
B. CONTRACTS AND RELATED DOCUMENTS		
1.	Postpaid service contracts	✓
2.	Prepaid service contracts	✓
C. CRITICAL INFORMATION SUMMARY		
1.	Critical information summary	✓
D. CHANGES TO CONTRACTS AND RELATED DOCUMENTS		
1.	Changes to key contract terms	✓
2.	Changes to other contract terms or related documents	✓
E. BILL MANAGEMENT		
1.	International roaming notification	✗
<p>Rogers does not currently have processes in place to allow customers to opt out of receiving these roaming notifications. Rogers noted that it is working on a solution and could have one as early as the end of 2014.</p>		
2.	Cap on data roaming charges	✓
3.	Cap on data overage charges	✓
4.	Unsolicited wireless services	✓
5.	Mobile premium services	✓
F. MOBILE DEVICE ISSUES		
1.	Unlocking	✓
2.	Warranties	✓
3.	Lost or stolen devices	✓
4.	Repairs	✓

G. CONTRACT CANCELLATION AND EXTENSION		
1.	Early cancellation fees — general	✓
2.	Early cancellation fees — subsidized device	✓
3.	Early cancellation fees — no subsidized device	✓
4.	Trial period	✗
<p>Bell is not fully compliant with the trial period requirement because its customers may be subject to a penalty if they return their device during the trial period. Bell noted the changes could be in effect as early as October 19, 2014.</p>		
5.	Cancellation date	✓
6.	Contract extension	✓

H. SECURITY DEPOSITS		
1.	Requesting, reviewing, and returning a security deposit	✓

I. DISCONNECTION		
1.	When disconnection may occur	✗
<p>Rogers indicated that it may disconnect customers between 6 a.m. and 2 a.m. (EST) instead of between 8 a.m. and 9 p.m. local time (9 a.m. and 5 p.m. on weekends) as required. Rogers has indicated that the changes could come into effect as early as October 2014.</p>		
2.	Notice before disconnection	✓
3.	Disputing disconnection charges	✓

J. EXPIRATION OF PREPAID CARDS		
1.	General	✓

THE IMPLEMENTATION REPORT CARD REFLECTS THE REPORTS SUBMITTED BY THE FOLLOWING COMPANIES:

Bell	Ice	SaskTel
Bell Aliant	Koodo	Sogetel
Brook	Mobilicity	Solo Mobile
Bruce	Mornington	TbayTel
Chatr	MTS	Telus
Cityphone	Northerntel	Tuckersmith
Eastlink	On Star	Télébec
Execulink	PC Mobile	Videotron
Fido	Public Mobile	Virgin
Hay	Quadro	Wightman
Huron	Rogers	Wind

[VIEW THE REPORTS](#)

### LEGEND

- ✓ All service providers have implemented the Code.
- ✗ Indicates which service providers still have policies that do not comply with the rules, but have indicated they are working on a solution.

### NOTE

Each customer's experience may vary. The CCTS will assess whether the companies' actions comply with the Code on an ongoing basis.