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 RESPONSE@CCTS-CPRST.CA TOLL-FREE: 1-888-221-1687

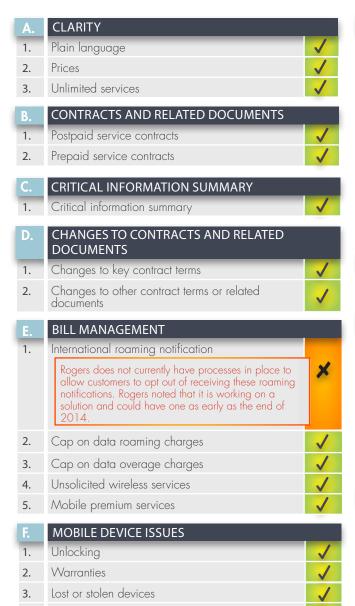
TO LEARN MORE ABOUT THE WIRELESS CODE VISIT: WWW.CRTC.GC.CA/WIRELESSCODE





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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
	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.
5.	Cancellation date
6.	Contract extension
H.	SECURITY DEPOSITS
1.	Requesting, reviewing, and returning a security deposit
l.	DISCONNECTION
1.	When disconnection may occur
	Rogers indicated that it may disconnect customers

between 6 a.m. and 2 a.m. (EST) instead of

5 p.m. on weekends) as required. Rogers has

early as October 2014

General

Notice before disconnection

Disputing disconnection charges

EXPIRATION OF PREPAID CARDS

between 8 a.m and 9 p.m. local time (9 a.m. and

indicated that the changes could come into effect as

THE IMPLEMENTATION REPORT CARD REFLECTS THE REPORTS SUBMITTED BY THE FOLLOWING COMPANIES: Bell SaskTel Ice Bell Aliant Koodo Sogetel Mobilicity Solo Mobile Brook Mornington TbayTel Bruce MTS Chatr Telus

Northerntel Tuckersmith Cityphone Eastlink On Star Télébec PC. Mobile Videotron Execulink Public Mobile Fido Virgin Wightman Quadro Hay 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.

