



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company: [REDACTED]

Owner

Owner: GAUTHIEN
Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Telecommunications	
Subject: Quality of service	
Tone: Comments	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-1-4	
Date Completed: 2021-1-28	
Target Date: 2021-1-18	
Registered by: [REDACTED] (2021-1-4 8:42:56 PM)	
Last Modified by: GAUTHIEN (2021-1-28 12:01:30 PM)	
Closed by: GAUTHIEN (2021-1-28 12:01:30 PM)	

PcDocs Documents: [Add]

Doc ID	Description	File Number
3966185	Nouvelle correspondance datée et reçue le 2021-01-04 [Edit]	TEL 8480-1

Initial Action:

Description:

Bonjour, pensez vous aider les consommateurs canadiens. À propos des services médiocres reçu de la part des compagnies (Bell et Vidéotron) erreur sur les factures, prix exorbitants et les fraudes. Faites votre travail svp

Resolution:

Commentaires - aucune action requise.

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@hotmail.ca
Company Name: [REDACTED]
Postal Address: [REDACTED]
City: [REDACTED]
Province: Quebec
Postal Code: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

Date Registered: 2021-01-04 8:42:56 PM

Date Arrived: 2021-01-04

Message:

Bonjour, pensez vous aider les consommateurs canadiens. À propos des services médiocres reçu de la part des compagnies (Bell et Vidéotron) erreur sur les factures, prix exorbitants et les fraudes. Faites votre travail svp



Information on ticket 
CASE ID: [REDACTED]

Click here to show related case(s)...

 **Client**

Client: Anon, Anon [REDACTED]
Company:

 **Company** [more..](#)

Company: TELUS Communications Inc. (717781)
Call Sign:
Contact: CCM contact for TELUS companies

 **Owner**

Owner: OHALLORANS
Section: Correspondence

Case Information

Status: Closed Privacy:
Industry: Home Phone
Subject: CRT
Tone: Complaint
Keyword: Affordability
Hot Issue:

Date Information

Date Arrived: 2021-1-5
Date Completed: 2021-1-5
Target Date: 2021-1-5
Registered by: OHALLORANS (2021-1-5 3:05:42 PM)
Last Modified by: OHALLORANS (2021-1-5 3:08:42 PM)
Closed by: OHALLORANS (2021-1-5 3:05:42 PM)

Initial Action:

Description:

client wanted to go back to her phone carrier after cancelling but the price has now gone from 20\$ to 40\$ and telus states that because they are regulated they cannot offer a lower price than 40\$, client wants to know what can be done about this

Resolution:

explained why certain areas are regulated and suggested she submit a question to know more about how an area comes unregulated on our webform



Information on ticket
 CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company:

Company more..

Company: Bell Canada (715782)
Call Sign:
Contact: CCM Contact for, Bell Canada, ExpressVu, Mobility

Owner

Owner: OHALLORANS
Section: Correspondence

Case Information	
Status: Closed	Privacy:
Industry: Home Phone	
Subject: Rates	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-1-25	
Date Completed: 2021-1-25	
Target Date: 2021-1-25	
Registered by: OHALLORANS (2021-1-25 1:10:57 PM)	
Last Modified by: OHALLORANS (2021-1-25 1:10:57 PM)	
Closed by: OHALLORANS (2021-1-25 1:10:57 PM)	

Initial Action:

Description:

Client is with Bell and pays over 120\$ a month but wants to go with primus for the lower price of 65 but primus says Bell is blocking them and they can't offer it

Resolution:

explained that if primus is being blocked they would be the ones to file a complaint with us, often it is due to the agreements between reseller and owner of infrastructure and should primus not offer the service we would suggest she contact bell to see if she can negotiate a lower rate provided bell exec number



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company:

Company [more..](#)

Company: Bell Canada (715782)
Call Sign:
Contact: CCM Contact for, Bell Canada, ExpressVu, Mobility

Owner

Owner: MAIORINOP
Section: Correspondence

Case Information	
Status: Closed	Privacy:
Industry: Internet	
Subject: CRTC	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-1-25	
Date Completed: 2021-1-28	
Target Date: 2021-2-8	
Registered by: [REDACTED] (2021-1-27 12:00:22 PM)	
Last Modified by: MAIORINOP (2021-1-28 12:07:42 PM)	
Closed by: MAIORINOP (2021-1-28 12:07:42 PM)	

PcDocs Documents: [\[Add\]](#)

Doc ID	Description	File Number
3977202	Incoming correspondence dated 2020-10-06 and received 2021-01-25 [Edit]	TEL 8520-1
3977694	Staff response dated January 28, 2021 [Edit]	TEL 8520-1

Initial Action:

Description:

Complaint transferred from MP office

-----Original Message-----
From: [REDACTED]
Sent: October 6, 2020 3:34 PM
To: Guilbeault, Honorable Steven (PCH)
Subject: Refer to ISED - Internet prices in pandemic

Dear right honourable Steven Guilbeault

Can I please suggest that the Liberal government put price caps on internet (wireless and broadband) during the pandemic?

I recently had an experience where Bell Canada enterprises raised the cost of my internet by \$40 a month. I depend like many

Canadians on my internet to work from home. Canadians, whether they're working from home, learning from home or keep themselves entertained while stuck in isolation need the internet more than ever. We can't be held hostage by phone/telecom companies in our moment of greatest need.

I'm not asking for free internet. Services cost money. However, if we're really all in this together, this is not the time to raise internet prices.

Access to internet should be considered a basic right available to all Canadians.. maybe this is the time for building out publicly accessible broadband. In the 19th century we build Canada by connecting this country via rail. Maybe we need to build a Canada for the 21st century by connecting our country digitally with free/low cost internet.

How can Canadians otherwise

1. Participate in a democracy
2. Work
3. Learn
4. Socialize

The courtesy of a response would be appreciated.

Thanks [REDACTED]

Notes/Instructions:

Owner: MAIORINOP

Entry Date: 27/01/2021 4:14:02 PM

Last Edit Date: 27/01/2021 4:14:02 PM

From: Maiorino, Paolo
Sent: January 27, 2021 4:13 PM
To: Carvalho, Sergio
Subject: Rapids# [REDACTED]
Importance: High

Hi Sergio,

We received this complaint that was forwarded to us by Minister Guilbeault's Office. Even though it dates back to October of last year, I think we should respond.

Whenever you get a chance, could you please review my draft response below and make any changes you feel necessary because it is coming from the Minister's Office?

Dear [REDACTED]

We acknowledge receipt of your correspondence addressed to the Honorable Steven Guilbeault, received on October 6, 2020, about your Internet rates concern. The Honorable Steven Guilbeault forwarded your correspondence to the Canadian Radio-television and Telecommunications Commission (CRTC) on January 25, 2021.

Your concern is important to us. We strive to respond to you as quickly as possible, despite circumstances that may have caused delays during the pandemic. We thank you for your understanding.

In Canada, Internet services are offered on a competitive basis. Therefore, the CRTC is not involved in the retail rates that are charged to customers, billing and marketing practices, quality of service issues and customer relations.

Canadian customers have been receiving rate increase notifications for their television and/or telecommunications services. While rate adjustments are determined months in advance, some service providers have decided to not implement planned increases at the moment due to the pandemic. We encourage you to visit your service provider's website for more information.

While broadband Internet access service is now considered a basic telecommunications service, this service is offered on a competitive basis which means that service providers set their own rates and terms of service. They also decide if, when, where, and how they provide Internet access services to their customers.

When consumers are not satisfied with the service they are offered, we encourage them to compare the products and services of other providers in their area and look for a company that can better match their needs. The following tool helps to show choices of providers in your area:

<https://crtc.gc.ca/eng/comm/fourprov.htm>

Thank you for sharing your concern with us.

Sincerely,

If you have any questions or concerns, please ask.

Thank you,

Paolo Maiorino
Client Services
Conseil de la radiodiffusion et des télécommunications canadiennes | Canadian Radio-television and Telecommunications Commission
Ottawa, Canada K1A 0N2
Téléphone | Telephone: 819-997-4236
Courriel | Email: paolo.maiorino@crtc.gc.ca
Gouvernement du Canada | Government of Canada
<http://www.crtc.gc.ca>
Suivez-nous sur Twitter @CRTCfra | Follow us on Twitter @CRTCeng
Aimez-nous sur Facebook | Like us on Facebook

Incoming message

-----Original Message-----

From: [REDACTED]
Sent: October 6, 2020 3:34 PM
To: Guilbeault, Honorable Steven (PCH)
Subject: Refer to ISED - Internet prices in pandemic

Dear right honourable Steven Guilbeault

Can I please suggest that the Liberal government put price caps on internet (wireless and broadband) during the pandemic?

I recently had an experience where Bell Canada enterprises raised the cost of my internet by \$40 a month. I depend like many Canadians on my internet to work from home. Canadians, whether they're working from home, learning from home or keep themselves entertained while stuck in isolation need the internet more than ever. We can't be held hostage by phone/telecom companies in our moment of greatest need.

I'm not asking for free internet. Services cost money. However, if we're really all in this together, this is not the time to raise internet prices.

Access to internet should be considered a basic right available to all Canadians.. maybe this is the time for building out publicly accessible broadband. In the 19th century we build Canada by connecting this country via rail. Maybe we need to build a Canada for the 21st century by connecting our country digitally with free/low cost internet.

How can Canadians otherwise

1. Participate in a democracy
2. Work
3. Learn
4. Socialize

The courtesy of a response would be appreciated.

Thanks [REDACTED]

Resolution:

2021-01-28 - Staff response
2021-01-28 - Sergio provided guidance
2021-01-27 - Sent draft staff response to Sergio for review

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Company Name:
Postal Address:
City:
Province: Other
Postal Code:
Phone:
Fax:

Date Registered: 2021-01-27 12:00:22 PM
Date Arrived: 2021-01-27

Message:

Complaint transferred from MP office

-----Original Message-----

From: [REDACTED]@gmail.com>
Sent: October 6, 2020 3:34 PM
To: Guilbeault, Honorable Steven (PCH) <hon.steven.guilbeault@canada.ca>
Subject: Refer to ISED - Internet prices in pandemic

Dear right honourable Steven Guilbeault

Can I please suggest that the Liberal government put price caps on internet (wireless and broadband) during the pandemic?

I recently had an experience where Bell Canada enterprises raised the cost of my internet by \$40 a month. I depend like many Canadians on my internet to work from home. Canadians, whether they're working from home, learning from home or keep themselves entertained while stuck in isolation need the internet more than ever. We can't be held hostage by phone/telecom companies in our moment of greatest need.

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How can Canadians otherwise

1. Participate in a democracy
2. Work
3. Learn
4. Socialize

The courtesy of a response would be appreciated.

Thanks



From: CRTC DONOTRESPOND/NEPASREPONDRE
Sent: January 28, 2021 12:12 PM
To: [REDACTED]@gmail.com
Subject: CRTC Reference: [REDACTED]

Your concern is important to us. We strive to respond to you as quickly as possible, despite circumstances that may have caused delays during the pandemic. We thank you for your understanding.

Dear [REDACTED]:

We acknowledge receipt of your correspondence addressed to the Honorable Steven Guilbeault, received on October 6, 2020, about your Internet rates concern. The Honorable Steven Guilbeault forwarded your correspondence to the Canadian Radio-television and Telecommunications Commission (CRTC) on January 25, 2021.

In Canada, Internet services are offered on a competitive basis. Therefore, the CRTC is not involved in the retail rates that are charged to customers, billing and marketing practices, quality of service issues and customer relations.

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Canadian customers have recently been receiving rate increase notifications for their television and/or telecommunications services. While rate adjustments are determined months in advance, some service providers have decided to not implement planned increases at the moment due to the pandemic. We encourage you to visit your service provider's website for more information.

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<https://crtc.gc.ca/eng/comm/fourprov.htm>

Thank you for sharing your concern with us.

TO REPLY TO THIS MESSAGE

<https://applications.crtc.gc.ca/question/eng/public-inquiries->

form?lang=en&caseid=

If you are unable to click on this link, please copy and paste it in your browser.

Sincerely,

Paolo Maiorino

Services à la clientèle | Client Services

Conseil de la radiodiffusion et des télécommunications canadiennes |

Canadian Radio-television and

Telecommunications Commission

Ottawa, Canada K1A 0N2

Téléphone | Telephone 1-877-249-2782 / ATS | TTY 1-877-909-CRTC (2782)

Hors Canada | Outside Canada 819-997-0313 / ATS | TTY 819-994-0423

Télécopieur | Facsimile 819-994-0218

Gouvernement du Canada | Government of Canada

<http://www.crtc.gc.ca>

Suivez-nous sur Twitter (@CRTCfra): <https://twitter.com/CRTCfra> | Follow us on Twitter (@CRTCeng):

<https://twitter.com/CRTCeng>

Aimez-nous sur Facebook: <http://www.facebook.com/crtcfra> | Like us on Facebook:

<http://www.facebook.com/crtceng>



Information on ticket

CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company: [REDACTED]

Owner

Owner: CYGAK1
Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Mobile Phone	
Subject: Billing	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-1-28	
Date Completed: 2021-2-16	
Target Date: 2021-2-12	
Registered by: [REDACTED] (2021-1-28 3:58:21 PM)	
Last Modified by: CYGAK1 (2021-2-16 11:23:22 AM)	
Closed by: CYGAK1 (2021-2-16 11:23:22 AM)	

PcDocs Documents: [Add]

Doc ID	Description	File Number
3978435	Incoming correspondence dated and received 2021-01-28 [Edit]	TEL 8480-1
3986448	Staff response sent 2021-02-16 [Edit]	TEL 8480-1

Initial Action:

Description:

My complaint is about the simplified Wireless Code. Every year, Canadians pay large fees for overages, and it is not mandated by the CRTC to have an option to avoid overages all together (ie: limiting the overage to 0\$ instead of 50\$). As a compromise at the very least there should be that option, even if the 50\$ limit stays the default. Unfortunately this creates discrimination against the poor, who tend to have less data and cheaper plans and very little money to spare. Nowadays a cellphone is practically mandatory, yet they have to lose valuable time trying to make sure they or their family members don't go above their small data plans, which is all they can afford, pay up to 50\$ per phone of overage fees, which is a much higher percentage of their income and saving, or forces them to go into debt. The carriers already have the technology to do this, some carriers even backtracked from doing this to limiting to 50\$. Please choose the Canadian people over the multi-billion dollar businesses' poor tax.

During these hard times I urge you to take this into consideration quickly, and perhaps act swiftly with a temporary act until the Wireless code can be ratified with this. Even if you simply publicly ASK the big companies: Telus, BCE (Bell), Rogers, Shaw and Quebecor (Videotron) to do so, you could change one of the many struggles that lower income Canadians face

Thank you

Resolution:

2021-02-16 - staff response sent

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@hotmail.com
Company Name: [REDACTED]
Postal Address: [REDACTED]
City: [REDACTED]
Province: Quebec
Postal Code: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

Date Registered: 2021-01-28 3:58:21 PM
Date Arrived: 2021-01-28

Message:

My complaint is about the simplified Wireless Code. Every year, Canadians pay large fees for overages, and it is not mandated by the CRTC to have an option to avoid overages all together (ie: limiting the overage to 0\$ instead of 50\$). As a compromise at the very least there should be that option, even if the 50\$ limit stays the default. Unfortunately this creates discrimination against the poor, who tend to have less data and cheaper plans and very little money to spare. Nowadays a cellphone is practically mandatory, yet they have to lose valuable time trying to make sure they or their family members don't go above their small data plans, which is all they can afford, pay up to 50\$ per phone of overage fees, which is a much higher percentage of their income and saving, or forces them to go into debt. The carriers already have the technology to do this, some carriers even backtracked from doing this to limiting to 50\$. Please choose the Canadian people over the multi-billion dollar businesses' poor tax.

During these hard times I urge you to take this into consideration quickly, and perhaps act swiftly with a temporary act until the Wireless code can be ratified with this. Even if you simply publicly ASK the big companies: Telus, BCE (Bell), Rogers, Shaw and Quebecor (Videotron) to do so, you could change one of the many struggles that lower income Canadians face

Thank you

From: CRTC DONOTRESPOND/NEPASREPONDRE
Sent: February 16, 2021 11:20 AM
To: [REDACTED]@hotmail.com
Subject: CRTC Reference: [REDACTED]

Dear [REDACTED]:

Thank you for contacting us about the wireless code. Your correspondence is important to us. We strive to respond to you as quickly as possible, despite circumstances that may cause delays during the pandemic. We thank you for your understanding.

In 2019, the CRTC initiated an industry review of mobile wireless services, with Telecom Notice of Consultation CRTC 2019-57. While it is no longer possible to submit interventions, you may be interested to know that more than 400 interventions were submitted, many of which raised the issue of affordability. In 2020, hearings were held as part of that consultation and related documents can be found on our website. We invite you to consult our website regularly at <https://crtc.gc.ca/eng/home-accueil.htm> as any decisions related to the wireless review will be posted there.

In order to avoid overages and let clients manage their data more effectively, many companies offer options to notify you when you have reached all of your allotted data usage. We invite you to contact companies operating in your area to see what options are available to you. The following tool helps to show choices of providers in your area: <https://crtc.gc.ca/eng/comm/fourprov.htm>

Your thoughts and insights are important, and we appreciate you taking the time to share your comments.

Learn more about your CRTC: <https://youtu.be/PweJmI9ZHFk>

TO REPLY TO THIS MESSAGE

[https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=\[REDACTED\]](https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=[REDACTED])

If you are unable to click on this link, please copy and paste it in your browser.

Sincerely,

Krzysztof Cyga
Services à la clientèle | Client Services
Conseil de la radiodiffusion et des télécommunications canadiennes |
Canadian Radio-television and

Telecommunications Commission
Ottawa, Canada K1A 0N2
Téléphone | Telephone 1-877-249-2782 / ATS | TTY 1-877-909-CRTC (2782)
Hors Canada | Outside Canada 819-997-0313 / ATS | TTY 819-994-0423
Télécopieur | Facsimile 819-994-0218
Gouvernement du Canada | Government of Canada
<http://www.crtc.gc.ca>
Suivez-nous sur Twitter (@CRTCfra) : <https://twitter.com/CRTCfra> | Follow us on Twitter:
<https://twitter.com/CRTCeng>
Aimez-nous sur Facebook : <http://www.facebook.com/crtcfra> | Like us on Facebook:
<http://www.facebook.com/crtceng>

Incoming message

My complaint is about the simplified Wireless Code. Every year, Canadians pay large fees for overages, and it is not mandated by the CRTC to have an option to avoid overages all together (ie: limiting the overage to 0\$ instead of 50\$). As a compromise at the very least there should be that option, even if the 50\$ limit stays the default. Unfortunately this creates discrimination against the poor, who tend to have less data and cheaper plans and very little money to spare. Nowadays a cellphone is practically mandatory, yet they have to lose valuable time trying to make sure they or their family members don't go above their small data plans, which is all they can afford, pay up to 50\$ per phone of overage fees, which is a much higher percentage of their income and saving, or forces them to go into debt. The carriers already have the technology to do this, some carriers even backtracked from doing this to limiting to 50\$. Please choose the Canadian people over the multi-billion dollar businesses' poor tax.

During these hard times I urge you to take this into consideration quickly, and perhaps act swiftly with a temporary act until the Wireless code can be ratified with this. Even if you simply publicly ASK the big companies: Telus, BCE (Bell), Rogers, Shaw and Quebecor (Videotron) to do so, you could change one of the many struggles that lower income Canadians face

Thank you



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client Information Outdated

Client: [REDACTED]

Company: N/A

Owner

Owner: GAUTHIEN

Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Internet	
Subject: Competition	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-2-3	
Date Completed: 2021-2-26	
Target Date: 2021-2-17	
Registered by: [REDACTED] (2021-2-3 10:54:01 AM)	
Last Modified by: GAUTHIEN (2021-2-26 12:31:29 PM)	
Closed by: GAUTHIEN (2021-2-26 12:31:29 PM)	

PcDocs Documents: [Add]

Doc ID	Description	File Number
3980502	Incoming correspondence dated and received 2021-02-03 [Edit]	TEL 8480-1

Initial Action:

Description:

CRTC did a great job by imposing a low fee on TV which help seniors and low income Canadians. However TV cannot be operated without the Internet. The internet in most areas is dominated by the two corporate giants Bell and Rogers. Their charges are high for most people's budget.
 We Contacted other providers for a lower fees, but non of those provider can operate in areas dominated by Bell and Rogers. We feel that we are trapped and we have no choice. We cannot afford the internet fee that increases every few months by Bell and Rogers. Canadian should have a free choice.
 I do not believe that there are lots of competition to control the internet prices as claimed by CRTC. Please do something about this, we need CRTC/CCTS help and support.
 Thank you
 [REDACTED]

Resolution:

Comment - no action required.

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Company Name: N/A
Postal Address: [REDACTED]
City: [REDACTED]
Province: Ontario
Postal Code: [REDACTED]
Phone: [REDACTED]
Fax:

Date Registered: 2021-02-03 10:54:01 AM

Date Arrived: 2021-02-03

Message:

CRTC did a great job by imposing a low fee on TV which help seniors and low income Canadians. However TV cannot be operated without the Internet. The internet in most areas is dominated by the two corporate giants Bell and Rogers. Their charges are high for most people's budget. We Contacted other providers for a lower fees, but non of those provider can operate in areas dominated by Bell and Rogers. We feel that we are trapped and we have no choice. We cannot afford the internet fee that increases every few months by Bell and Rogers. Canadian should have a free choice.

I do not believe that there are lots of competition to control the internet prices as claimed by CRTC. Please do something about this, we need CRTC/CCTS help and support.

Thank you
[REDACTED]



Information on ticket

CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company: [REDACTED]

Owner

Owner: CYGAK1
Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Internet	
Subject: Rates	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-2-19	
Date Completed: 2021-2-26	
Target Date: 2021-3-5	
Registered by: [REDACTED] (2021-2-19 1:28:34 PM)	
Last Modified by: CYGAK1 (2021-2-26 10:49:21 AM)	
Closed by: CYGAK1 (2021-2-26 10:49:21 AM)	

PcDocs Documents: [Add]

Doc ID	Description	File Number
3990792	Incoming correspondence Dated & Received 2021-02-19 [Edit]	TEL 8520-1
3992978	Staff response sent 2021-02-26 [Edit]	TEL 8520-1

Initial Action:

Description:

In 2016 the Government legislated Home Internet is an essential service. With multiple devices and 3 to 6 people in a household the lowest of the low internet is not feasible. Why then are we subjected to \$100 or MORE / month Internet prices for something that is an essential service? Rogers for example charges \$110/mth for 1000Mbit which is \$11/100Mbit then they charge \$99 for 150Mbit which is \$66/100Mbit. THAT is a massive disparity in aggressive price manipulation. This is a type of price gouging during a Pandemic when people are in most cases forced to work from home where Internet is a requirement and a necessity of life! It's like I offer you a bicycle to get to work for \$30,000 or a New Car for \$35,000. Which will you choose because those are your ONLY 2 options? What's worse is that EVERYONE at the CRTC is subjected to this aggressive price manipulation just like I am. You all have internet at home also. So WHAT are you doing about it?

Resolution:

2021-02-26 - staff response sent (high-speed Internet access template + Competition Bureau)

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@hotmail.com
Company Name:
Postal Address: [REDACTED]
City: [REDACTED]
Province: Ontario
Postal Code: [REDACTED]
Phone [REDACTED]
Fax:

Date Registered: 2021-02-19 1:28:34 PM

Date Arrived: 2021-02-19

Message:

In 2016 the Government legislated Home Internet is an essential service. With multiple devices and 3 to 6 people in a household the lowest of the low internet is not feasible. Why then are we subjected to \$100 or MORE / month Internet prices for something that is an essential service? Rogers for example charges \$110/mth for 1000Mbit which is \$11/100Mbit then they charge \$99 for 150Mbit which is \$66/100Mbit. THAT is a massive disparity in aggressive price manipulation. This is a type of price gouging during a Pandemic when people are in most cases forced to work from home where Internet is a requirement and a necessity of life! It's like I offer you a bicycle to get to work for \$30,000 or a New Car for \$35,000. Which will you choose because those are your ONLY 2 options? What's worse is that EVERYONE at the CRTC is subjected to this aggressive price manipulation just like I am. You all have internet at home also. So WHAT are you doing about it?

From: CRTC DONOTRESPOND/NEPASREPONDRE
Sent: February 26, 2021 10:44 AM
To: [REDACTED]@hotmail.com'
Subject: CRTC Reference: [REDACTED]

Dear [REDACTED]:

Thank you for contacting us about the availability and pricing of high-speed Internet access service.

The CRTC's mandate includes fostering an increasingly competitive environment in accordance with the Telecommunications Act. While broadband Internet access service is now considered a basic telecommunications service, these services are offered on a competitive basis which means that service providers set their own rates and terms of service. They also decide if, when, where, and how they provide Internet access services to their customers. As stated on our complaints process page (<https://crtc.gc.ca/eng/internet/plaint.htm>), the CRTC does not intervene in the retail rates that are charged to customers.

Depending on your location, broadband Internet access service may be offered by one or more providers using different technologies. These providers include: cable companies, satellite service providers, wireless service providers, internet service providers, and telephone companies. If you find that your options are limited, we suggest contacting potential service providers directly to notify them of your interest in obtaining their services. A list of potential providers can be found here <https://crtc.gc.ca/eng/comm/fourprov.htm>

You may also consult the National Broadband Internet Service Availability Map: <https://www.ic.gc.ca/app/sitt/bbmap/hm.html?lang=eng>. The non-interactive text search may yield results that are more precise than the CRTC's website. The map also contains data about broadband projects in development from various funding sources.

To fulfill its mandate to foster competition, and to establish that Internet access is now considered a basic telecommunications service, the CRTC issued Telecom Regulatory Policy CRTC 2016-496 available at <https://crtc.gc.ca/eng/archive/2016/2016-496.htm> The Policy encourages service providers to expand their services to underserved areas. The policy sets out the following targets for fixed broadband Internet

access services, whether these are to be provided using wireline or fixed wireless/satellite technology (not including mobile services):

- Delivery speeds of at least 50 Mbps download / 10 Mbps upload (from target speeds of 5 Mbps download / 1 Mbps upload in 2015).
- An unlimited data option.

The CRTC expects fixed broadband Internet access services to be available in 90% of Canadian premises by the end of 2021, and within 5-10 years thereafter for the remaining 10%, and by taking intermediate steps when necessary.

To help service providers that do not meet the above targets and that would like to provide and/or improve their services in underserved areas, the CRTC has set up a fund of up to \$750 million over a 5 year period. This fund will complement existing and future contributions from all levels of government, private industry and non-profit organizations.

In September 2018, the CRTC established a criteria to be used to assess applications for receiving funding from the Broadband Fund. The CRTC oversees the Broadband fund and is responsible for selecting and monitoring projects, while the administrator (The Central Fund Administrator of the National Contribution Fund) is responsible for collecting and distributing funding as directed by the CRTC.

On June 3, 2019, the first call for applications was announced. The selected 5 projects from the first call for applications to the Broadband Fund were announced on August 12, 2020. On November 13, 2019, we launched our second call open to all regions across Canada. The selected 5 projects from the second call for applications to the Broadband Fund were announced on February 4, 2021. Details are available here <https://crtc.gc.ca/eng/internet/select.htm> The evaluation process is ongoing and the CRTC will announce additional selected projects for the second call as that process continues. We are not in a position to comment on any future calls for applications at this time.

As mentioned above, the CRTC cannot direct a service provider to offer their services in a specific area or community. It remains a business decision for service providers to choose where, when and how they will offer their services. We would still encourage you to consult any new development regarding the Broadband Fund in the upcoming months.

If you know of other people in your community with the same needs as yours, you may want to consider addressing a collective letter or petition to potential service providers to let them know of your interest. You may also want to reach out to your municipality to find out if they have plans to fund the installation of telecommunication service infrastructure, as it is the case in a growing number of communities across Canada. You can also reach out to third party groups such as Community Broadband or the Federation of Canadian Municipalities at <https://fcm.ca/en/contact-us> for other avenues to bring high speed Internet in your community.

You may also consult other government organizations who have projects related to Internet services in Canada, such as Innovation, Science and Economic Development Canada (ISED). ISED launched its Universal Broadband Fund on November 9, 2020. For more information, please visit https://www.ic.gc.ca/eic/site/139.nsf/eng/h_00006.html You can reach ISED toll free at 1-800-328-6189 or at 1-866-694-8389 (or toll-free TTY at 1-866-694-8389 for hearing-impaired). You can also find additional contact info of the Department offices across the country at http://www.ic.gc.ca/eic/site/icgc.nsf/eng/h_07026.html#pageid=E048-H00000

Although we encourage service providers to offer their services to Canadians across the country, which is the goal of the Broadband Fund, ultimately the decision to offer services belongs to service providers. We encourage you once again to contact potential service providers to let them know you have an interest in using their services. Since you also mention price gouging in your correspondence, you may also wish to contact the Competition Bureau with regards to your concerns. The Competition Bureau is responsible for administering and enforcing the Competition Act, and deals with issues such as false or misleading representations, deceptive marketing practices, or collusion. You can reach the Competition Bureau toll-free at 1-800-348-5358 (or toll-free TTY at 1-866-694-8389 for the hearing-impaired), or find additional contact info at <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/00157.html>

Thank you for sharing your concerns with us.

Learn more about your CRTC: <https://youtu.be/PweJmI9ZHFk>

TO REPLY TO THIS MESSAGE

s.19(1)

<https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid>

If you are unable to click on this link, please copy and paste it in your browser.

Sincerely,

Krzysztof Cyga

Services à la clientèle | Client Services

Conseil de la radiodiffusion et des télécommunications canadiennes |

Canadian Radio-television and

Telecommunications Commission

Ottawa, Canada K1A 0N2

Téléphone | Telephone 1-877-249-2782 / ATS | TTY 1-877-909-CRTC (2782)

Hors Canada | Outside Canada 819-997-0313 / ATS | TTY 819-994-0423

Télécopieur | Facsimile 819-994-0218

Gouvernement du Canada | Government of Canada

<http://www.crtc.gc.ca>

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<https://twitter.com/CRTCeng>

Aimez-nous sur Facebook : <http://www.facebook.com/crtcfra> | Like us on Facebook:

<http://www.facebook.com/crtceng>



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: Client Information Outdated

Company:

Company more..

Company: TELUS Communications Inc. (717781)

Call Sign:

Contact: CCM contact for TELUS companies

Owner

Owner: GILLOOTSV

Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Internet	
Subject: Provision of service	
Tone: Complaint	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-2-22	
Date Completed: 2021-2-25	
Target Date: 2021-3-8	
Registered by: [REDACTED] (2021-2-22 2:37:10 PM)	
Last Modified by: GILLOOTSV (2021-2-25 1:44:39 PM)	
Closed by: GILLOOTSV (2021-2-25 1:44:39 PM)	

PcDocs Documents: [Add]

Doc ID	Description	File Number
3990964	Incoming correspondence Dated & Received 2021-02-22 [Edit]	TEL 8480-T66
3992519	Staff response dated 2021-02-25 [Edit]	TEL 8480-T66
3992728	Further correspondence dated & received 2021-02-25 [Edit]	TEL 8480-T66

Actions:

#	Owner:	Status	Description
0	GILLOOTSV	Closed	I'd like to know why Telus is the only ...
1	GILLOOTSV	Closed	I just wanted to thank you for respondin...

Initial Action:

Description:

I'd like to know why Telus is the only option up here for high speed or fibre internet..No Shaw, no Rogers, and no Bell. It seems in this day and age there should be more competition. It's no wonder they can get away with ridiculous prices. 100 for internet. And if you bundle with them for three services not including mobility, I'm talking home phone , tv, and internet, 235.00 a month. Highway robbery. Telus can charge whatever they like because there are no other options. I can understand if I live out of town in the country, but in town, no excuses. If Telus can have fibre optics then so can everyone else, or are there side deals they have with the government to be the only provider.

Resolution:

Staff response dated 2021-02-25

Sub-Action: #1

[Refresh]

Owner: GILLOOTSV
Client: [REDACTED]
Section: Correspondence
Status: Closed

Description:

I just wanted to thank you for responding to me and giving me options and ideas...I appreciate it. Thank you for doing what you do, and continue safety wishes for you and yours

Resolution:

Closed for comments

PcDocs Documents: [Add]

Doc ID	Description	File Number
3992728	Further correspondence dated & received 2021-02-25 [Edit]	TEL 8480-T66

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Correspondence Profile

s.19(1)

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Company Name:
Postal Address:
City: [REDACTED]
Province: Alberta
Postal Code:
Phone:
Fax:

Date Registered: 2021-02-22 2:37:10 PM
Date Arrived: 2021-02-22

Message:

I'd like to know why Telus is the only option up here for high speed or fibre internet..No Shaw, no Rogers, and no Bell. It seems in this day and age there should be more competition. It's no wonder they can get away with ridiculous prices. 100 for internet. And if you bundle with them for three services not including mobility, I'm talking home phone , tv, and internet, 235.00 a month. Highway robbery. Telus can charge whatever they like because there are no other options. I can understand if I live out of town in the country, but in town, no excuses. If Telus can have fibre optics then so can everyone else, or are there side deals they have with the government to be the only provider.

From: CRTC DONOTRESPOND/NEPASREPONDRE
Sent: February 25, 2021 1:43 PM
To: [REDACTED]@gmail.com'
Subject: CRTC Reference: [REDACTED]

Categories: Green category

Dear [REDACTED]:

Thank you for contacting us about the availability of high-speed Internet access service in your area.

The CRTC's mandate includes fostering an increasingly competitive environment in accordance with the Telecommunications Act. While broadband Internet access service is now considered a basic telecommunications service, these services are offered on a competitive basis which means that service providers set their own rates and terms of service. They also decide if, when, where, and how they provide Internet access services to their customers.

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Canada, such as Innovation, Science and Economic Development Canada (ISED). ISED launched its Universal Broadband Fund on November 9, 2020. For more information, please visit https://www.ic.gc.ca/eic/site/139.nsf/eng/h_00006.html You can reach ISED toll free at 1-800-328-6189 or at 1-866-694-8389 (or toll-free TTY at 1-866-694-8389 for hearing-impaired). You can also find additional contact info of the Department offices across the country at http://www.ic.gc.ca/eic/site/icgc.nsf/eng/h_07026.html#pageid=E048-H00000

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Learn more about your CRTC: <https://youtu.be/PweJmI9ZHfK>

TO REPLY TO THIS MESSAGE

[https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=\[REDACTED\]](https://applications.crtc.gc.ca/question/eng/public-inquiries-form?lang=en&caseid=[REDACTED])

If you are unable to click on this link, please copy and paste it in your browser.

Sincerely,

Valentine Gilloots

Services à la clientèle | Client Services

Conseil de la radiodiffusion et des télécommunications canadiennes |

Canadian Radio-television and

Telecommunications Commission

Ottawa, Canada K1A 0N2

Téléphone | Telephone 1-877-249-2782 / ATS | TTY 1-877-909-CRTC (2782)

Hors Canada | Outside Canada 819-997-0313 / ATS | TTY 819-994-0423

Télécopieur | Facsimile 819-994-0218

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<https://twitter.com/CRTCeng>

Aimez-nous sur Facebook : <http://www.facebook.com/crtcfra> | Like us on Facebook:

<http://www.facebook.com/crtceng>

Correspondence Profile

Client Info

Name: [REDACTED]
Email Address: [REDACTED]@gmail.com
Company Name:
Postal Address:
City: [REDACTED]
Province: Alberta
Postal Code: [REDACTED]
Phone:
Fax:

Date Registered: 2021-02-25 3:04:13 PM

Date Arrived: 2021-02-25

Message:

I just wanted to thank you for responding to me and giving me options and ideas...I appreciate it.
Thank you for doing what you do, and continue safety wishes for you and yours

[REDACTED]



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: Anon, Anon [REDACTED]
Company:

Company more..

Company: TELUS Communications Inc. (717781)
Call Sign:
Contact: CCM contact for TELUS companies

Owner

Owner: OHALLORANS
Section: Correspondence

Case Information

Status: Closed Privacy:
Industry: Home Phone
Subject: Rates
Tone: Complaint
Keyword: Affordability
Hot Issue:

Date Information

Date Arrived: 2021-2-22
Date Completed: 2021-2-22
Target Date: 2021-2-22
Registered by: OHALLORANS (2021-2-22 2:39:10 PM)
Last Modified by: OHALLORANS (2021-2-22 2:39:10 PM)
Closed by: OHALLORANS (2021-2-22 2:39:10 PM)

Initial Action:

Description:

Client was told by telus that because he is on a farm the rates are higher than the rates his son pays for home phone (client pays 35 while his son pays 5) [REDACTED] client wants to know why he pays that amount

Resolution:

explained that the client is located in a regulated area where he CRTC regulates the rates in order to ensure that the 1 provider does not charge any amount since there is no competition in his area and competition is what regulates thhe rates in the rest of canada. referred client to file a complaint on our webform for any additional information on why the rate is set at what it is



Information on ticket
CASE ID: [REDACTED]

Click here to show related case(s)...

Client

Client: [REDACTED]
Company: [REDACTED]

Owner

Owner: SAUMURM
Section: Correspondence

Case Information	
Status: Closed	Privacy: Yes
Industry: Home Phone	
Subject: Rates	
Tone: Question	
Keyword: Affordability	
Hot Issue:	

Date Information	
Date Arrived: 2021-2-22	
Date Completed: 2021-2-24	
Target Date: 2021-2-25	
Registered by: [REDACTED] (2021-2-22 2:41:00 PM)	
Last Modified by: SAUMURM (2021-2-24 11:47:49 AM)	
Closed by: SAUMURM (2021-2-24 11:47:49 AM)	

Initial Action:

Description:

I live in the country and have a high phone bill and Telus tells me the price they are giving me is as low as they can go because of the crtc they are not aloud to charge any less is this true and why.

Resolution:

LM: Unregulated, rates are not regulated in his area. Business decision. Advised to shop around if possible.