



Ottawa, 30 October 2024

Reference(s): 2016-1, 2017-200, and 2019-269

**BY EMAIL**

Distribution List

**Subject: Unexpected increases in fees charged to customers**

It has come to my attention that customers have recently reported being surprised by increases in fees related to their services during their commitment periods and are frustrated at the situation.

I would remind you that the Canadian Radio-television and Telecommunications Commission (CRTC) has put into place Consumer Protection Codes to – amongst other things – prevent bill shock and to make it easier for customers to understand the services they agreed to purchase.

Service providers should not be surprising their customers with price increases beyond the price they had originally agreed to.

As noted in the Consumer Protection Codes, the prices set out in a contract, including any additional charges, such as those related to equipment, must be clear. Contractual provisions that some of these charges, such as equipment charges, may change significantly and affect price certainty is not in line with those prices being clear.

The Consumer Protection Codes are designed to rebalance the relationship between customers and their service providers - to empower them in these relationships.

If the actions of service providers negatively impact the price certainty that customers deserve and that the Consumer Protection Codes are designed to ensure, as the Vice President, Consumer, Analytics and Strategy of the CRTC, I will be directing CRTC Staff to determine what regulatory processes need to be launched to create safeguards that will limit these actions on a going forward basis.

Yours sincerely,

**Original signed by**

Scott Hutton  
Vice President, Consumer, Analytics and Strategy (CAS)